

EXHIBIT A

CPSD-078 8212/1000/ SUBSCRIBER STATEMENT MESSAGE MAINTENANCE TIME WARNER CABLE
03/25/10 PAGE 1
5720 EL CAMINO REAL CARLSBAD CA RUN DATE
03/25 TIME 23:30

MESSAGE CLASS MESSAGE MAINTENANCE ** LAST MAINTENANCE *** * ORIGINAL
ENTRY INFO * * PRIOR APPROVAL INFO *
ID TYPE DATE TIME OPR TERM DATE TIME OPR TERM DATE
TIME OPR TERM

00-DEFAULT MESSAGE CLASS ASSNOT ADD 03/25/10 15:31 LAT M1KY 03/25/10 15:30
LAT M1KY 03/25/10 14:31 LAT M1KY

START DATE: 04/01/10 ; STOP DATE: 04/30/10 FORCE STMT: N SEASONAL MESSAGE: D
CPNI MSG Y/N: CPNI MSG WHO: CPNI MSG HOW: CPNI
DT: 000000 - 000000

EML PRIORITY:

CHANGE DESCRIPTION AND OLD DATA NEW DATA

START DATE -	04/01/10
STOP DATE -	04/30/10
START PRIN -	1000
START AGNT -	
ADDL P/A -	
START ZIPC -	
ADDL ZIPC -	
START CYCL -	
ADDL CYCL -	
SEC 1 OPTN -	N
SEC 2 OPTN -	S
SEC 3 OPTN -	Y
SEC 4 OPTN -	N
FORCE STMT -	N
SEASONL MSG -	D
CPNI MSG Y/N -	
CPNI MSG WHO -	
CPNI MSG HOW -	
CPNI DT -	000000 000000
MSG1-	

MSG2-

MSG3-

You have a new Time Warner Cable subscriber agreement which contains an arbitration clause and other important terms. You can review the new agreement and, if you wish, opt out of the arbitration clause at

<http://help.twcable.com/html/policies.html>.

MSG4-

♀CPSD-078 8212/1000/ SUBSCRIBER STATEMENT MESSAGE MAINTENANCE TIME WARNER
CABLE 03/25/10 PAGE 2
5720 EL CAMINO REAL CARLSBAD CA RUN DATE
03/25 TIME 23:30

MESSAGE CLASS ENTRY INFO *	MESSAGE MAINTENANCE * * PRIOR APPROVAL INFO *	** LAST MAINTENANCE ***	* ORIGINAL			
ID	TYPE	DATE	TIME OPR TERM	DATE	TIME OPR TERM	DATE
TIME OPR TERM						
STATEMENT MESSAGES ADDED			00001			
STATEMENT MESSAGES CHANGED			00000			
PENDING STATEMENT MESSAGES DELETED			00000			
APPROVED STATEMENT MESSAGES DELETED			00000			

CPSD-078 8340/1000/ SUBSCRIBER STATEMENT MESSAGE MAINTENANCE TIME WARNER CABLE
03/25/10 PAGE 1
8949 WARE COURT SAN DIEGO CA RUN DATE
03/25 TIME 23:30

MESSAGE CLASS MESSAGE MAINTENANCE ** LAST MAINTENANCE *** * ORIGINAL
ENTRY INFO * * PRIOR APPROVAL INFO *
ID TYPE DATE TIME OPR TERM DATE TIME OPR TERM DATE
TIME OPR TERM

00-DEFAULT MESSAGE CLASS ASSNOT ADD 03/25/10 15:14 LAT M1KY 03/25/10 15:10
LAT M1KY 03/25/10 14:14 LAT M1KY

START DATE: 04/01/10 ; STOP DATE: 04/30/10 FORCE STMT: N SEASONAL MESSAGE: D
CPNI MSG Y/N: CPNI MSG WHO: CPNI MSG HOW: CPNI
DT: 000000 - 000000

EML PRIORITY:

CHANGE DESCRIPTION AND OLD DATA NEW DATA

START DATE -	04/01/10
STOP DATE -	04/30/10
START PRIN -	1000
START AGNT -	
ADDL P/A -	
START ZIPC -	
ADDL ZIPC -	
START CYCL -	
ADDL CYCL -	
SEC 1 OPTN -	N
SEC 2 OPTN -	S
SEC 3 OPTN -	Y
SEC 4 OPTN -	N
FORCE STMT -	N
SEASONL MSG -	D
CPNI MSG Y/N -	
CPNI MSG WHO -	
CPNI MSG HOW -	
CPNI DT -	000000 000000
MSG1-	

MSG2-

MSG3-

You have a new Time Warner Cable subscriber agreement which contains an arbitration clause and other important terms. You can review the new agreement and, if you wish, opt out of the arbitration clause at

<http://help.twcable.com/html/policies.html>.

MSG4-

♀CPSD-078 8340/1000/ SUBSCRIBER STATEMENT MESSAGE MAINTENANCE TIME WARNER
CABLE 03/25/10 PAGE 2
8949 WARE COURT SAN DIEGO CA RUN DATE
03/25 TIME 23:30

MESSAGE CLASS MESSAGE MAINTENANCE ** LAST MAINTENANCE *** * ORIGINAL
ENTRY INFO * * PRIOR APPROVAL INFO *
ID TYPE DATE TIME OPR TERM DATE TIME OPR TERM DATE
TIME OPR TERM
STATEMENT MESSAGES ADDED 00001
STATEMENT MESSAGES CHANGED 00000
PENDING STATEMENT MESSAGES DELETED 00000
APPROVED STATEMENT MESSAGES DELETED 00000

CPSD-078 8340/5100/ SUBSCRIBER STATEMENT MESSAGE MAINTENANCE TIME WARNER CABLE
03/25/10 PAGE 1

41-725 COOK STREET PALM DESERT CA RUN DATE

03/25 TIME 23:30

MESSAGE CLASS MESSAGE MAINTENANCE ** LAST MAINTENANCE *** * ORIGINAL
ENTRY INFO * * PRIOR APPROVAL INFO *

ID	TYPE	DATE	TIME	OPR TERM	DATE	TIME	OPR TERM	DATE
TIME	OPR TERM							

00-DEFAULT MESSAGE CLASS ASSNOT ADD 03/25/10 15:29 LAT M1KY 03/25/10 15:26
LAT M1KY 03/25/10 14:29 LAT M1KY

START DATE: 04/01/10 ; STOP DATE: 04/30/10 FORCE STMT: N SEASONAL MESSAGE: D
CPNI MSG Y/N: CPNI MSG WHO: CPNI MSG HOW: CPNI
DT: 000000 - 000000

EML PRIORITY:

CHANGE DESCRIPTION AND OLD DATA NEW DATA

START DATE -	04/01/10
STOP DATE -	04/30/10
START PRIN -	5100
START AGNT -	
ADDL P/A -	
START ZIPC -	
ADDL ZIPC -	
START CYCL -	
ADDL CYCL -	
SEC 1 OPTN -	N
SEC 2 OPTN -	S
SEC 3 OPTN -	Y
SEC 4 OPTN -	N
FORCE STMT -	N
SEASONL MSG -	D
CPNI MSG Y/N -	
CPNI MSG WHO -	
CPNI MSG HOW -	
CPNI DT -	000000 000000
MSG1-	

MSG2-

MSG3-

You have a new Time Warner Cable subscriber agreement which contains an arbitration clause and other important terms. You can review the new agreement and, if you wish, opt out of the arbitration clause at

<http://help.twcable.com/html/policies.html>.

MSG4-

♀CPSD-078 8340/5100/ SUBSCRIBER STATEMENT MESSAGE MAINTENANCE TIME WARNER
CABLE 03/25/10 PAGE 2
41-725 COOK STREET PALM DESERT CA RUN DATE
03/25 TIME 23:30

MESSAGE CLASS ENTRY INFO *	MESSAGE MAINTENANCE * * PRIOR APPROVAL INFO *	** LAST MAINTENANCE ***	* ORIGINAL			
ID	TYPE	DATE	TIME OPR TERM	DATE	TIME OPR TERM	DATE
TIME OPR TERM						
STATEMENT MESSAGES ADDED			00001			
STATEMENT MESSAGES CHANGED			00000			
PENDING STATEMENT MESSAGES DELETED			00000			
APPROVED STATEMENT MESSAGES DELETED			00000			

CPSD-078 8448/ / SUBSCRIBER STATEMENT MESSAGE MAINTENANCE TIME WARNER CABLE
03/15/10 PAGE 1

GARDEN GROVE CA

RUN DATE 03/15

TIME 23:55

MESSAGE CLASS MESSAGE MAINTENANCE ** LAST MAINTENANCE *** * ORIGINAL
ENTRY INFO * * PRIOR APPROVAL INFO *

ID	TYPE	DATE	TIME	OPR TERM	DATE	TIME	OPR TERM	DATE
TIME	OPR TERM							

00-DEFAULT MESSAGE CLASS _RSSA2 ADD 03/15/10 16:53 201 M2L0 03/15/10 16:11
OTE M2M3 03/15/10 15:53 201 M2L0

START DATE: 03/15/10 ; STOP DATE: 04/14/10 FORCE STMT: N SEASONAL MESSAGE: D
CPNI MSG Y/N: CPNI MSG WHO: CPNI MSG HOW: CPNI
DT: 000000 - 000000

EML PRIORITY:

CHANGE DESCRIPTION AND OLD DATA NEW DATA

START DATE - 03/15/10

STOP DATE - 04/14/10

START PRIN - 2000

START AGNT - 0020

ADDL P/A -

-0170,0210-0250,0270-0290,0310-0330,0350-0420,0440-0530

START ZIPC -

ADDL ZIPC -

START CYCL -

ADDL CYCL -

SEC 1 OPTN - N

SEC 2 OPTN - N

SEC 3 OPTN - Y

SEC 4 OPTN - N

FORCE STMT - N

SEASONL MSG - D

CPNI MSG Y/N -

CPNI MSG WHO -

CPNI MSG HOW -

CPNI DT - 000000 000000

MSG1-

MSG2-

MSG3-

You have a new Time Warner Cable subscriber agreement, which contains an arbitration clause and other important terms.? You can review the new agreement and, if you wish, 'opt out' of

the arbitration clause at
<http://help.twcable.com/html/policies.html>.

MSG4-

♀CPSD-078 8448/ / SUBSCRIBER STATEMENT MESSAGE MAINTENANCE TIME WARNER CABLE
03/15/10 PAGE 2

GARDEN GROVE CA

RUN DATE 03/15

TIME 23:55

MESSAGE CLASS MESSAGE MAINTENANCE ** LAST MAINTENANCE *** * ORIGINAL
ENTRY INFO * * PRIOR APPROVAL INFO *
ID TYPE DATE TIME OPR TERM DATE TIME OPR TERM DATE
TIME OPR TERM

00-DEFAULT MESSAGE CLASS _RSSA3 ADD 03/15/10 16:54 201 M2L0 03/15/10 16:15
OTE M2M3 03/15/10 15:54 201 M2L0

START DATE: 03/15/10 ; STOP DATE: 04/14/10 FORCE STMT: N SEASONAL MESSAGE: D
CPNI MSG Y/N: CPNI MSG WHO: CPNI MSG HOW: CPNI
DT: 000000 - 000000

EML PRIORITY:

CHANGE DESCRIPTION AND OLD DATA NEW DATA

START DATE -	03/15/10
STOP DATE -	04/14/10
START PRIN -	3000
START AGNT -	0010
ADDL P/A -	-0230,0260-0290,0330,0370-0730
START ZIPC -	
ADDL ZIPC -	
START CYCL -	
ADDL CYCL -	
SEC 1 OPTN -	N
SEC 2 OPTN -	N
SEC 3 OPTN -	Y
SEC 4 OPTN -	N
FORCE STMT -	N
SEASONL MSG -	D
CPNI MSG Y/N -	
CPNI MSG WHO -	
CPNI MSG HOW -	
CPNI DT -	000000 000000
MSG1-	

MSG2-

MSG3-

You have a new Time Warner Cable subscriber agreement, which contains an arbitration clause and other important terms.? You can review the new agreement and, if you wish, 'opt out' of the arbitration clause at <http://help.twcable.com/html/policies.html>.

MSG4-

♀CPSD-078 8448/ / SUBSCRIBER STATEMENT MESSAGE MAINTENANCE TIME WARNER CABLE
03/15/10 PAGE 3

GARDEN GROVE CA

RUN DATE 03/15

TIME 23:55

MESSAGE CLASS	MESSAGE MAINTENANCE	** LAST MAINTENANCE ***	* ORIGINAL			
ENTRY INFO *	PRIOR APPROVAL INFO *					
ID	TYPE	DATE	TIME OPR TERM	DATE	TIME OPR TERM	DATE
TIME	OPR	TERM				
00-DEFAULT MESSAGE CLASS	_RSSA4	ADD	03/15/10 16:54	201 M2L0	03/15/10 16:12	
OTE M2M3	03/15/10 15:54	201 M2L0				
START DATE:	03/15/10	; STOP DATE:	04/14/10	FORCE STMT:	N	SEASONAL MESSAGE: D
CPNI MSG Y/N:	CPNI MSG WHO:			CPNI MSG HOW:		CPNI
DT: 000000 - 000000						
EML PRIORITY:						
CHANGE DESCRIPTION AND OLD DATA				NEW DATA		
START DATE -			03/15/10			
STOP DATE -			04/14/10			
START PRIN -			4000			
START AGNT -			0010			
ADDL P/A -			-0260,0290-1020			
START ZIPC -						
ADDL ZIPC -						
START CYCL -						
ADDL CYCL -						
SEC 1 OPTN -			N			
SEC 2 OPTN -			N			
SEC 3 OPTN -			Y			
SEC 4 OPTN -			N			
FORCE STMT -			N			
SEASONL MSG -			D			

CPNI MSG Y/N -
CPNI MSG WHO -
CPNI MSG HOW -
CPNI DT - 000000 000000
MSG1-

MSG2-

MSG3- You have a new Time Warner Cable subscriber agreement, which contains an arbitration clause and other important terms.? You can review the new agreement and, if you wish, 'opt out' of the arbitration clause at <http://help.twcable.com/html/policies.html>.

MSG4-

♀CPSD-078 8448/ / SUBSCRIBER STATEMENT MESSAGE MAINTENANCE TIME WARNER CABLE
03/15/10 PAGE 4 GARDEN GROVE CA RUN DATE 03/15
TIME 23:55

MESSAGE CLASS ENTRY INFO *	MESSAGE MAINTENANCE * * PRIOR APPROVAL INFO *	** LAST MAINTENANCE ***	* ORIGINAL			
ID	TYPE	DATE	TIME OPR TERM	DATE	TIME OPR TERM	DATE
TIME OPR TERM						
STATEMENT MESSAGES ADDED			00003			
STATEMENT MESSAGES CHANGED			00000			
PENDING STATEMENT MESSAGES DELETED			00000			
APPROVED STATEMENT MESSAGES DELETED			00000			

EXHIBIT B

April 1, 2010

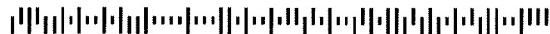
Page 1 of 2

*0013171

TIME WARNER CABLE
8949 WARE COURT SAN DIEGO CA 92121-2275
8340 1000 WE RP 01 04022010 NNNNNY

Account Number

Customer Code



Account Summary for service 04/01/10 to 04/30/10

Previous Balance	\$ 100.55
Payments Received	-100.55
Regular Monthly Charges	93.90
Taxes and Fees	3.24
Total Balance Due By 4/21/2010	\$ 97.14

Previous Balance \$ 100.55

Payments Received

03/27 Credit Card Payment -100.55

Payments received after 04/01/10 will be credited on your next bill.

Regular Monthly Charges

04/01 Build Your Own Bundle 93.90
Road Runner High Speed, TWC
Expanded Cable, TWC Local Basic,
Byob Tracking Code

Taxes and Fees

04/01 Federal Government Regulatory Fee 0.07
04/01 Cable Franchise Fee 3.17

Total Balance Due By 4/21/2010 **\$ 97.14**



Please detach and enclose this coupon with your payment.
*Do not send cash. Make checks payable to
TIME WARNER CABLE.
Allow 7-10 days for your mailed payment to be credited.*

Check here if new billing address.

Account Number

Total Balance Due By 4/21/2010 **\$ 97.14**

Amount Enclosed

*Thank You
We appreciate your business.*



**See reverse side.*

TIME WARNER CABLE
PO BOX 60506
CITY OF INDUSTRY CA 91716-0506





8340 1000 WE RP 01 0013171 04022010 NNNNNY

In the know...

You have a new Time Warner Cable subscriber agreement which contains an arbitration clause and other important terms. You can review the new agreement and, if you wish, opt out of the arbitration clause at <http://help.twcable.com/html/policies.html>.

At Time Warner Cable we're committed to providing you excellent service. Whenever a technician visits your home, expect a call from us within 24 hours after our visit. We're just checking to make sure the work was done to your satisfaction. Thanks for being our customer.

There are many options to make a payment. They include online, automatic payment, mail and speaking with a representative. A \$4.99 charge applies when speaking with an agent. Go to timewarnercable.com for all your easy payment options.

Press A on your remote to see our extensive list of movies. Check out our Classic movies for only \$1.99 each! You can also catch some of your favorite programs on AMC, CBS, FX, NBC, SYFY and USA with Primetime On Demand. Don't have Digital Cable? Call 877-810-2333 or visit TimeWarnerCable.com to upgrade.

Franchising Authority Information:
YOUR FRANCHISE AUTHORITY IS: CABLE FRANCHISE ADMIN,
CITY OF SAN DIEGO, 1200 3RD AVE., SUITE 250, SAN DIEGO
CA 92101 PHONE: (619) 236-6010 YOUR FCC COMMUNITY ID
IS: CA0428

April 1, 2010

Account Number

How to reach us...

San Diego / Coronado Customer Service: (858) 695-3220
Billing or Sales: Mon - Sat 8 am - 8 pm
Technical support open 24 hours. Web Site: www.twcsd.com

CUSTOMER LOBBY LOCATIONS:

Carlsbad	Clairemont:	Coronado:
5720 El Camino Real	3051 Clairemont Drive	1110 Orange Ave.
Mon - Fri 9 am - 6 pm, and Sat 10 am - 2 pm	Mon - Fri 9am - 6pm, and Sat 10 am - 2pm	Mon - Fri 9 am - 6 pm, Closed Saturday
Del Mar	Fallbrook	San Diego:
240 10th Street	El Toro Market	8949 Ware Ct.
Mon - Fri only, 9 am - Noon	337 N. Main Street	Mon - Sat 9 am - 6 pm
	Mon - Fri 8 am - 6 pm, and Sat 8 am - Noon	

Note: If you believe this statement contains a billing error, we must hear from you within 30 days of receipt of the statement in question. If we are not notified of the discrepancy, the statement will be considered correct.
Carlsbad / Del Mar / Fallbrook billing numbers: (760) 707-1000 or (760) 929-9185. San Diego / Coronado billing numbers: (858) 695-3220 or (619) 435-0157. If we have not received your full payment for the previous month's service within seventeen days past the delinquent statement process date, a late charge of \$4.75 will be applied to your account. Time Warner Cable reserves the right to process your check payment electronically. For information on any upcoming programming changes please consult the Legal Notices published in the San Diego Union Tribune on the first and third Thursday of each month or our web site at www.twcsd.com.

Digital Phone Consumer Information: Non-payment of any portion of your cable television, high-speed data, and/or Digital Phone service could result in disconnection of your local telephone service. If you have a complaint you cannot resolve with us, write the California Utilities Commission at Consumer Affairs Branch, 505 Van Ness Ave., San Francisco, CA 94102, or at www.cpuc.ca.gov, or call (800) 649-7570 or TDD (800) 229-6846. If your complaint concerns interstate or international calling, write the FCC at Consumer Complaints, 445 12th Street SW, Washington, DC 20554 or at fccinfo@fcc.gov, or call (888) 225-5322 or TTY (888) 835-5322. Note: the CPUC handles complaints of both interstate and intrastate unauthorized carrier charges ("slamming"). The California consumer protection rules are available online at www.cpuc.ca.gov.

Time Warner Cable may require that you pay a deposit prior to installation or activation of your service(s). Time Warner Cable may also require that you pay a deposit if you add additional equipment or services to your account, if your credit status changes or if you fail to keep your account current. Deposits will be refunded, less any amounts due to Time Warner Cable, within forty-five (45) days of account termination and return of Time Warner Cable equipment, as appropriate, or otherwise as required by applicable law.

sb290015

GO GREEN!

Save paper. And time. Go green with PayXpress Online Bill Payment.

Pay your bill online with PayXpress, a convenient, FREE service from Time Warner Cable. It's quick, simple, and GREEN. Just visit www.timewarnercable.com/payxpress and click "Pay Your Bill" to register!

PAYMENT OPTIONS

Online: www.timewarnercable.com and click on PayXpress | Automatic Payments: By check, Visa, Mastercard or American Express at www.timewarnercable.com
By Mail: Send attached coupon with check. | By Phone: 858-695-3220 or 800-964-2783 (A Service Assistance Fee may apply.)

CC CLOSED CAPTIONING

To report a technical issue call (866) 202-4222, fax (858) 635-8778, or visit www.timewarnercable.com. Address written complaints to: Monique Crawford, Admin. Legal Affairs, 13820 Sunrise Valley Drive, Herndon, VA 20171, fax (704) 697-4935, or email twe.closedcaptioningissues@twcable.com. For questions about written complaints only, call (877) 276-7432.

SCA900C3

EXHIBIT C

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	CALLID	ACWTIME	ANSHOLDTIME	CONSULTIME	DISPTIME	DURATION	SEGSTART	SEGSTOP	TALKTIME	NETINTIME	ORIGHOLDTIME	QUEUETIME	RINGTIME	DISPVECTOR	DISPSPLIT	FIRSTIVECTOR
2	33464721	0	0	0	119	329	2010-02-06 11:45:39	2010-02-06 11:51:08	0	0	0	0	0	390	-1	390
3	33463538	0	0	0	6	81	2010-02-06 11:44:12	2010-02-06 11:45:33	0	0	0	0	0	1980	-1	390

	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH	AI
1	SPLIT1	SPLIT2	SPLIT3	TKGRP	EQ_LOCID	ORIG_LOCID	ANS_LOCID	OBS_LOCID	UUID_LEN	ASSIST	AUDIO	CONFERENCE	DA_QUEUED	HOLDABN	MALICIOUS	OBSERVINGCALL	TRANSFERRED	AGT_RELEASED	ACD
2	-1	-1	-1	32	25	0	0	0	17	0	0	0	0	0	0	0	0	0	
3	-1	-1	-1	32	25	0	0	0	0	0	0	0	0	0	0	0	0	1	

	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	BA	BB
1	CALL_DISP	DISPPRIORITY	HELD	SEGMENT	ANSREASON	ORIGREASON	DISPSKLEVEL	EVENT1	EVENT2	EVENT3	EVENT4	EVENT5	EVENT6	EVENT7	EVENT8	EVENT9	UCID	DISPVDN	EQLOC
2		4	0	0	1	0	0	0	0	0	0	0	0	0	0	0	00005032921265478339	1536622	125V04010
3		4	0	0	1	0	0	0	0	0	0	0	0	0	0	0	00005028691265478252	1539000	125V04022

	BC	BD	BE	BF	BG	BH	BI	BJ	BK	BL	BM	BN	BO	BP	BQ	BR	BS	BT	BU	BV	BW	BX
1	FIRSTVDN	ORIGLOGIN	ANSLOGIN	LASTOBSERVER	DIALED_NUM	CALLING_PTY	LASTDIGITS	LASTCWC	CALLING_II	CWC1	CWC2	CWC3	CWC4	CWC5	VDN2	VDN3	VDN4	VDN5	VDN6	VDN7	VDN8	VDN9
2	1536234				1536234	8186258314									1536221	1539000	1538011	1536622				
3	1536234				1536234	8186258314									1536221	1539000						

	BY	BZ
1	ASAIUUI	CMSERVER
2	3030303530434443344236444141433300	cdctxcm1
3		cdctxcm1

EXHIBIT D

VDN 1536234 Details

Extension: 1536234
Name*: CT_CC8004188848
Destination: Vector Number 390
Attendant Vectoring? n
Meet-me Conferencing? n
Allow VDN Override? y
COR: 71
TN*: 30

Measured: external
Service Objective (sec): 20
VDN of Origin Annc. Extension*:
1st Skill*:
2nd Skill*:
3rd Skill*:

AUDIX Name:
Return Destination*:
VDN Timed ACW Interval*:
BSR Application*:
BSR Available Agent Strategy*: 1st-found

BSR Tie Strategy*: system

Observe on Agent Answer? n
Display VDN for Route-To DAC*? n

VDN Override for ASA1 Messages*: no
BSR Local Treatment*? n

VDN VARIABLES*
Var Description Assignment
V1 To IVR 1536221
V2
V3
V4
V5
V6
V7
V8

V9
VDN Time-Zone Offset*: + 00:00
Daylight Savings Rule*: system

EXHIBIT E

VDN 1539000 Details

Extension: 1539000
Name*: CT_SpeechIVR
Destination: Vector Number 1980
Attendant Vectoring? n
Meet-me Conferencing? n
Allow VDN Override? y
COR: 71
TN*: 30

Measured: external
Service Objective (sec): 20
VDN of Origin Annc. Extension*:
1st Skill*:
2nd Skill*:
3rd Skill*:

AUDIX Name:
Return Destination*:
VDN Timed ACW Interval*:
BSR Application*:
BSR Available Agent Strategy*: 1st-found

BSR Tie Strategy*: system

Observe on Agent Answer? n
Display VDN for Route-To DAC*? n

VDN Override for ASA1 Messages*: no
BSR Local Treatment*? n

VDN VARIABLES*
Var Description Assignment
V1 SIP 1 1910053
V2 SIP 2 1950053
V3
V4
V5 Default 1536400
V6
V7
V8

V9
VDN Time-Zone Offset*: + 00:00
Daylight Savings Rule*: system

EXHIBIT F

VDN 1536622 Details

Extension: 1536622
Name*: CT_2_247_Video
Destination: Vector Number 370
Attendant Vectoring? n
Meet-me Conferencing? n
Allow VDN Override? y
COR: 71
TN*: 30

Measured: external
Service Objective (sec): 20
VDN of Origin Annc. Extension*:
1st Skill*:
2nd Skill*:
3rd Skill*:

AUDIX Name:
Return Destination*:
VDN Timed ACW Interval*:
BSR Application*:
BSR Available Agent Strategy*: 1st-found

BSR Tie Strategy*: system

Observe on Agent Answer? n
Display VDN for Route-To DAC*? n

VDN Override for ASA1 Messages*: no
BSR Local Treatment*? n

VDN VARIABLES*

Var	Description	Assignment
V1	CT 247 Video	918664944298
V2		
V3		
V4		
V5		
V6		
V7		
V8		
V9		

VDN Time-Zone Offset*: + 00:00
Daylight Savings Rule*: system

EXHIBIT G



**TIME WARNER CABLE
RESIDENTIAL SERVICES SUBSCRIBER AGREEMENT**

We provide you with our Services on the condition that you comply with our Customer Agreements. These agreements, which are listed below, contain important information regarding your rights and responsibilities. Please review them carefully.

- Residential Services Subscriber Agreement (this document). This Agreement contains the general terms and conditions governing your use of the Services.
- Your Work Order. This document identifies the Services you receive.
- Terms of Service. This document contains information about your Services and TWC's policies relating to such matters as billing and customer service.
- Acceptable Use Policy. The "do's" and "don'ts" for use of our Services.
- Addendums. You may have agreed to an Addendum to this Agreement when you signed up for a special service, like our Wireless Data Service, or a special package like our Price Lock Guarantee.

By signing your Work Order or using our Services, you accept (in other words, make legally binding) these Customer Agreements. Our website always contains the most current versions of our Customer Agreements. See <http://help.twcable.com/html/policies.html> or contact your local TWC office.

THIS AGREEMENT CONTAINS A BINDING "ARBITRATION CLAUSE," WHICH SAYS THAT YOU AND TWC AGREE TO RESOLVE CERTAIN DISPUTES THROUGH ARBITRATION. YOU HAVE THE RIGHT TO OPT OUT OF THIS PART OF THE AGREEMENT. SEE SECTION 15.

Capitalized terms used in this Agreement have special meanings, which are contained in Section 16. By accepting our Services, you agree with TWC as follows:

1. Your Financial Responsibilities

- (a) You must pay for the Services you receive in accordance with our billing practices, along with any installation charges and other applicable fees and taxes. If you have any questions about our prices or fees, please contact your local TWC office.
- (b) If you fail to pay us in full by the due date on your billing statement, we may require that you pay us the following additional amounts:
 - a late fee;
 - a field collection fee, if we accept payment at your home;
 - amounts we spend, including reasonable attorney's fees, to collect the money you owe us.

Our late fee and field collection fee charges are available from your local TWC office. You confirm that such fees are reasonable in light of our costs in collecting past due amounts.

- (c) If we suspend any of your Services for failure to pay amounts you owe us or for violating our Customer Agreements, we may require that you pay us a fee for restoring your Service.
- (d) If your check to us "bounces" (or if your bank or credit card issuer refuses to pay us amounts you have previously authorized us to charge to your account), we may require that you pay us a fee.
- (e) We may verify your credit standing, including through credit reporting agencies.
- (f) We may require a deposit or other guaranteed form of payment (for example, a credit card or bank account debit authorization) from you. If you owe us money on any account, we can deduct those amounts from any existing credit you have with us or any security deposit you provide or, if applicable, charge them to the bank or credit card account you have authorized us to use.
- (g) You authorize us to accept (and charge you for) any orders or requests made through your Services or from your location. For example, if someone in your home makes a long distance Digital Home Phone call or requests a pay channel like HBO, you are responsible for the resulting charges.
- (h) We are not required to notify you of offers we make available to others, or to lower your rates to equal those contained in such offers.
- (i) You must bring any billing errors to our attention within 30 days of the day you receive the bill or you will waive your right to (in other words, you will not be eligible to receive) a refund or credit.
- (j) Since tax and regulatory rules are subject to interpretation, we have complete discretion in deciding what fees, taxes and surcharges to collect from you. You waive (in other words, you are not eligible to receive) a refund of any fees that we collect from you and pay to any government or agency. You can receive a list of the fees, taxes and surcharges we collect from: Time Warner Cable, 7800 Crescent Executive Drive, Charlotte, North Carolina, 28217; Attention: Subscriber Tax Inquiries.
- (k) You cannot settle amounts you owe us by writing "paid in full" or any other message on your bill or check.
- (l) If you provide us with a credit or debit card for billing or deposit purposes and the issuer gives you a new card on the account with a different expiration date, you authorize us to update our records to reflect the new expiration date and to continue to use the account as before.
- (m) If a third party sues TWC based on your use of our Services (for example, claiming theft or copyright violation based on something you posted on-line using our HSD Service), you will indemnify us (in other words, make us whole) for any losses, including reasonable attorneys' fees, that we suffer.

2. Your Responsibilities Regarding Equipment

- (a) You will allow us to enter your premises to install, maintain or replace Equipment and to make sure our Services are operating and being delivered properly to you and your neighbors. If you stop receiving Services from us, you may terminate these rights by giving us one year's advance notice. You confirm that you are authorized to grant the rights described in this paragraph.
- (b) After we install or remove Equipment or wiring on your premises, you are responsible for any repairs or cosmetic corrections you wish to make. We have an obligation to make such repairs only if we performed our work negligently and your property was damaged as a result.
- (c) We can make changes to Equipment and Software through downloads from our network or otherwise. If you have a third party device (for example, a "Tru2way" device) attached to our Customer Use Equipment, we or the device manufacturer may from time to time download software to the device, which may change its features and functionality.
- (d) You may not move our Customer Use Equipment to any location other than the location where you initially received the Services. This is true even if you have moved to a new location and continue to pay us for the Services. You may not remove or alter our logos or other identifying information (for example, serial numbers) on the Customer Use Equipment.
- (e) You must return the Customer Use Equipment to us in good condition when the Services are terminated and, if you fail to do so, we have your permission to retrieve the Customer Use Equipment from your premises at your expense. You are responsible for applicable fees until we receive the Customer Use Equipment. If we do not receive the Customer Use Equipment within a reasonable amount of time after the Services are terminated, we are entitled to assume that you have lost the Customer Use Equipment.
- (f) If the Customer Use Equipment is lost, stolen or damaged, you must reimburse us (as "liquidated damages") even if you are not at fault. The liquidated damages amount for our Customer Use Equipment is available on request from your local TWC office. You agree that this liquidated damages approach is reasonable in light of the difficulty of determining the value of the Customer Use Equipment or the losses we could suffer if a third party improperly gained access to our Services using Customer Use Equipment we provided to you.
- (g) The Customer Use Equipment we provide to you always belongs to us. This includes Customer Use Equipment that is lost, stolen or damaged and that you reimburse us for. If you recover previously lost or stolen Customer Use Equipment for which you reimbursed us during the prior year, you will return the Customer Use Equipment to us and we will return the money you paid to us.

3. Your Right to Use our Services and Property is Limited

- (a) The Services we provide and the way we deliver them will change from time to time, in part due to our efforts to improve them. These changes may impact the Services you receive today, or may require that you change your own equipment or its configuration, or lease new or additional Customer Use Equipment from us, to continue to obtain the full benefit of those Services. If you are under a promotional or other offering with a set price for a period of time, you are assured only that you will be charged the set price during the time specified.

You are not assured that the Services you receive (or that our equipment and system requirements) will remain the same.

- (b) The Services are for your reasonable, personal non-commercial use only. You may not provide the Services to any person who is not a member or guest in your household, or to persons outside your premises, whether for a fee or otherwise. You will take reasonable precautions to prevent others from gaining unauthorized access to the Services. For example, if you use a home wireless network with the Services, you will establish and use a secure password or similar means of limiting access to the members of your household.
- (c) If you knowingly access Services that you have not paid for, or damage or alter our Equipment (or use third party equipment) in order to obtain Services that you have not paid for, you will have breached this Agreement and possibly subjected yourself to statutory damages, fines or imprisonment. We can always enforce our rights with respect to theft of or tampering with our Services.
- (d) You are only allowed to use our Software and other intellectual property (for example, our name and logo) as needed to receive our Services.
- (e) We will conduct maintenance from time to time that may interrupt the Services.

4. Special Information for Digital Home Phone Subscribers

- (a) Our service cable modem is electrically powered, and Digital Home Phone service, including home security services, may not operate in the event of an electrical power outage. If a power outage occurs in your home and if your cable-modem is equipped with a battery, it may enable back-up service for a limited period of time or not at all, depending on the circumstances. If your local TWC system loses power or experiences other service issues, the battery in your cable modem, if any, will not provide back-up service and Digital Home Phone will not be available.
- (b) If you intend to use the Digital Home Phone Service with a home security or medical monitoring system, you are responsible for making sure it works properly and for the cost of doing so. You should contact your home security or medical monitoring provider in order to test your system's operation with the Digital Home Phone Service.
- (c) The cable modem that we provide to you is linked to the address on your Work Order. If you call 911, emergency personnel will respond to that address. If you move the cable modem to another address, emergency personnel may not be able to locate you if you call 911.
- (d) If we do not comply with your requests regarding directory listing information (for example, list the wrong number or list a number you requested be unlisted), you may be entitled to a credit under our policies or, if greater, an amount prescribed by applicable regulatory requirements. Please contact your local TWC office for more information. Other than these credits, we have no liability with respect to directory listings.
- (e) Ensuring that your address is correctly listed with 911 databases normally takes between 24 and 120 hours from the time that you subscribe to Digital Home Phone service. Enhanced

911 service (which includes your address information) will not be available until such databases are updated.

5. Special Information for HSD Subscribers

- (a) We may use Network Management Tools to make our Services operate efficiently.
- (b) Each HSD Service level may have a Maximum Throughput Rate, a Bandwidth Limit or other characteristics. For more information, please review our Acceptable Use Policy or contact your local TWC office.
- (c) We can set or change the Maximum Throughput Rate, Bandwidth Limit or other characteristics of any HSD Service level. If we do, we may put in place additional terms to address usage that is not consistent with the resulting HSD Service level. For example, if we set or change the Bandwidth Limit that applies to your HSD Service level and you exceed the limit, we may suspend your HSD Service, reduce your Maximum Throughput Rate or charge you for your excess usage. You may need to subscribe to a more expensive HSD Service level or pay for additional bandwidth to avoid suspension or slower HSD Service. We will notify you of any new or changed Bandwidth Limit (or any material reduction in the previously published Maximum Throughput Rate) for your HSD Service level and any related terms.
- (e) We may monitor your bandwidth usage patterns and your compliance with our Customer Agreements.
- (f) The HSD Service will attain Maximum Throughput Rate only in bursts and not on a guaranteed or consistent basis. The Throughput Rate you experience at any time will be affected by a number of factors, including the nature of the Internet and its protocols, our facilities, the bandwidth we devote to carriage of protocol and network information, the condition and configuration of the equipment at your location, our use of Network Management Tools, data volume and congestion on our network and the Internet, the time of day you are using the HSD Service, the performance of the website servers you try to access, and the priority we give to our business subscribers' data traffic.
- (g) If you send or post materials through the HSD Service, you are responsible for the material and confirm that you have all necessary rights to do so. You grant us, with no obligation to pay you, all rights we need to complete your transmission or posting. If we determine that the transmission or posting violates our Customer Agreements, we may (but have no duty to) delete the materials, block access to them or cancel your account.
- (h) The HSD Service requires the use of a cable modem. We will provide you with a cable modem or you may obtain one separately. If you use a modem that we have not approved for use on your TWC system, the HSD Service may not work properly. For a list of TWC-approved modems, see http://help.rr.com/HMSFaqs/e_rr_modems.aspx.
- (i) Your OLP may have one or more separate agreements, policies or other terms covering some of your rights and obligations with regard to the HSD Service (for example, dial-up or wireless access to your OLP email). If your HSD Service is terminated, you should contact your OLP to ensure that these other services are properly continued or discontinued.

6. Objectionable Material and Parental Controls

- (a) Our Services make available some material that may offend you or be inappropriate for members of your household. TWC provides parental controls and other tools that can filter or block access to certain video programming and Internet content. The availability and effectiveness of these tools may vary depending on your equipment and software.
- (b) Parental controls for Internet can be downloaded at <http://www.rr.com/security>. Parental controls for video programming generally require that you lease a set-top box from us. For more information, please contact your local TWC office.
- (c) Even if you use the parental controls we provide, your household may be exposed to materials you find objectionable.

7. If You Have Service Problems, You May Be Entitled to a Credit

- (a) We will attempt to correct service problems caused by our Equipment or Software but we are not required to install, service or replace other equipment or software. Depending on the circumstances, we may charge you for service calls. For more information, please contact your local TWC office.
- (b) TWC has no liability for service interruptions except that, if you lose all Video, HSD or Digital Home Phone Service for more than 24 consecutive hours and the cause of the outage was within our reasonable control, we will provide you a credit for that period if you request one. If you experience a service problem with a VOD transaction, we will issue you a credit for the amount of the VOD purchase if you request one. All credit requests must be made within 30 days of your next bill following the outage or service issue.
- (c) We have no obligation to compensate you for service problems that are beyond our reasonable control. Examples of problems beyond our reasonable control include those caused by storms and other natural disasters, vandalism, terrorism, regulations or governmental acts, fires, civil disturbances, electrical power outages, computer viruses or strikes.
- (d) Local law may impose other outage credit requirements with respect to some or all of the Services. If this is the case in your area, we will follow the law.
- (e) Our Services may not work with equipment, software or services that we did not provide to you. For example, some "cable ready" or "digital cable ready" televisions and DVRs may not receive or support all of our Video Services even if we provide you with a CableCARD™ as recommended by the device manufacturer. To get the full benefit of our Services, you may need to lease Customer Use Equipment from us.

8. We May Change our Customer Agreements

- (a) We may change our Customer Agreements by amending the on-line version of the relevant document. Unless you have entered into an Addendum that ensures a fixed price for a period of time (for instance, a Price Lock Guarantee Addendum), we may also change the prices for our services or the manner in which we charge for them.

(b) If you continue to use the Services following any change in our Customer Agreements, prices or other policies, you will have accepted the changes (in other words, made them legally binding). If you do not agree to the changes, you will need to contact your local TWC office to cancel your Services.

(c) Any changes to our Customer Agreements are intended to be prospective only. In other words, the amended version of the relevant document only becomes binding on you as of the date that we make the change.

9. We May Enforce our Customer Agreements

(a) If we think you have violated our Customer Agreements, we have the right to suspend or terminate any or all of your Services without prior notification.

(b) We do not waive (in other words, give up) any rights under our Customer Agreements just because we have not previously enforced such rights. To be legally binding on us, any waiver we grant must be in writing. If we waive a violation of our Customer Agreements, it does not mean that we are waiving other rights, including in respect of earlier or later violations.

10. Our Services are Not Guaranteed and Our Liability is Limited

(a) OUR SERVICES ARE NOT GUARANTEED TO WORK OR TO BE ERROR FREE. THE SERVICES ARE PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES OF ANY KIND. THIS INCLUDES SO-CALLED "IMPLIED WARRANTIES" (SUCH AS THOSE OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE). IF THE LAW WHERE YOU LIVE SAYS WE CAN NOT EXCLUDE CERTAIN WARRANTIES, THEN THOSE WARRANTIES ARE NOT EXCLUDED.

(b) EXCEPT FOR THE DIRECTORY LISTING SERVICE CREDITS DESCRIBED IN SECTION 4 AND THE SERVICE INTERRUPTION CREDITS DESCRIBED IN SECTION 7 OF THIS AGREEMENT, TWC WILL NOT BE LIABLE TO YOU FOR ANY LOSSES OR DAMAGES OF ANY KIND BASED ON BREACHES OF THIS AGREEMENT OR YOUR RELATIONSHIP WITH US, REGARDLESS OF THE BASIS OF ANY CLAIM. FOR EXAMPLE, WE ARE NOT LIABLE TO YOU FOR LOSSES OR DAMAGES THAT RESULT FROM YOUR USE OR INABILITY TO USE THE SERVICES (INCLUDING 911 SERVICES), EQUIPMENT OR SOFTWARE. IN NO EVENT WILL TWC BE REQUIRED TO CREDIT YOU AN AMOUNT IN EXCESS OF YOUR SERVICE FEES FOR THE MONTH DURING WHICH YOU SUFFER ANY LOSSES OR DAMAGES.

(c) THE SERVICES, EQUIPMENT AND SOFTWARE, AND THE COMMUNICATIONS YOU MAKE USING THEM, MAY NOT BE SECURE. YOU ARE RESPONSIBLE FOR SECURING YOUR COMMUNICATIONS AND DATA. TWC WILL NOT BE RESPONSIBLE IF A THIRD PARTY GAINS ACCESS TO YOUR SERVICES, EQUIPMENT, COMMUNICATIONS OR DATA.

(d) OUR SERVICES, EQUIPMENT AND SOFTWARE MAY RESULT IN DAMAGE OR LOSS TO YOUR OWN SERVICES, EQUIPMENT, SOFTWARE AND DATA. TWC IS NOT RESPONSIBLE FOR ANY SUCH DAMAGE OR LOSS. FOR EXAMPLE, WE MAY, AT THE REQUEST OF THE MANUFACTURER OF ANY THIRD PARTY DEVICE THAT YOU HAVE CONNECTED (OR AUTHORIZED TWC TO CONNECT) TO OUR NETWORK, DOWNLOAD SOFTWARE TO SUCH DEVICE, WHICH MAY CHANGE ITS FEATURES AND FUNCTIONALITY. TWC IS NOT RESPONSIBLE FOR THESE DOWNLOADS OR ANY RESULTING LOSSES OR DAMAGES.

11. Your Privacy Rights and Obligations

- (a) Your privacy interests, including your ability to limit disclosure of certain information to third parties, may be addressed by, among other laws, the Federal Communications Act of 1934, as amended, and the Electronic Communications Privacy Act. You grant us permission to collect, use or disclose your personal information as described in our Subscriber Privacy Notice.
- (b) It is our practice to give each new customer our Subscriber Privacy Notice at installation and to provide all customers with our Subscriber Privacy Notice at least annually. You may obtain the Subscriber Privacy Notice at <http://help.twcable.com/html/policies.html> or from your local TWC office.
- (c) When you or members of your household use our interactive features, you may provide us or third parties with your personal information. For more information regarding our collection, use and disclosure of your personal information, see our Subscriber Privacy Notice.
- (d) TWC may (but has no duty to) disclose any information that it believes appropriate to protect its rights, comply with law, safeguard its personnel, property and operations, or where it believes that individual or public safety is in peril.
- (e) You are responsible for protecting the information needed to securely access your account information and verify orders (for example, your social security number or passwords that we may issue to you). If someone else acquires this information (through no fault of ours), we may assume that you have authorized that person's use of the information and we may provide your personal information to that person as if they were you.

12. You are Consenting to Phone and Email Contact

- (a) We may call any number you provide to us (or that we issue to you) for any purpose, including marketing of our Services. This is true even if your numbers are included on state or federal "do not call" lists. However, if you ask to have your number placed on our "do not call" list, we will not call you at that number for marketing purposes. To have your number placed on our "do not call" list, contact your local TWC office.
- (b) We may email or text you using any address you provide to us (or that we issue to you) for any purpose, including marketing of our Services. You are responsible for any related charges (for example, charges for incoming text messages on your wireless phone). If you ask to have your address placed on our "do not email" list, we will not email or text marketing messages to you at that address. To have your address placed on our "do not email" list, contact your local TWC office.
- (c) We may use automated dialing systems or artificial or recorded voices to call you.

13. You are Consenting to Use Electronic Notices and Communications

- (a) TWC may provide notices to you using any method we determine appropriate, including by electronic means (for example, email or online posting).
- (b) We may ask you to provide consents or authorizations, including by electronic means (for instance, using your remote control to purchase a VOD movie, receive information regarding

an advertiser's products or "opt in" to a consumer study), and we are entitled to assume that any consent or authorization we receive through your Services or from your location has been authorized by you.

14. You are Agreeing to Limit the Time You Have to Bring a Legal Action

You waive (in other words, give up) the right to commence any proceeding against TWC if the relevant events occurred more than one year earlier. This waiver is not enforceable, and the normal statute of limitations in your area will apply, if you notified TWC in writing of the events giving rise to the proceeding within one year of their occurrence.

15. Unless you Opt Out, You are Agreeing to Resolve Certain Disputes Through Arbitration

(a) Our goal is to resolve Disputes fairly and quickly. However, if we cannot resolve a Dispute with you, then, except as described elsewhere in Section 15, each of us agrees to submit the Dispute to the American Arbitration Association for resolution under its Commercial Arbitration Rules or, by separate mutual agreement, to another arbitration institution. As an alternative, you may bring your claim in your local "small claims" court, if its rules permit it.

(b) You may bring claims only on your own behalf, and not on behalf of any official or other person, or any class of people. Only claims for money damages may be submitted to arbitration; claims for injunctive orders or similar relief must be brought in a court. You may not combine a claim that is subject to arbitration under this Agreement with a claim that is not eligible for arbitration under this Agreement. The arbitrator will decide whether a dispute can be arbitrated.

(c) The arbitrator will issue an award decision in writing but will not provide an explanation for the award unless you or TWC requests one. Any arbitration award over \$75,000 may be appealed to a three-person panel appointed by the same arbitration institution that rendered the original award. Any such appeal must be filed within 30 days and the appeal will be decided, based on that institution's appeal rules, within 120 days of filing.

(d) Before you initiate an arbitration proceeding, you may request that we advance on your behalf (1) the arbitration filing fees (but only to the extent they exceed your local small claims court filing fees) and (2) the portion of the arbitrator's costs for which you would normally be responsible. If TWC wins the arbitration, you will reimburse us for these advances. TWC will, of course, pay any fees or costs required under the law where you live.

(e) You may opt out of this agreement's arbitration provision. If you do so, neither you nor TWC can require the other to participate in an arbitration proceeding. To opt out, you must notify TWC in writing within 30 days of the date that you first became subject to this arbitration provision. You must use one of these addresses to opt out:

Time Warner Cable
60 Columbus Circle, Rm 16-364
New York, NY 10023
Attn: Arbitration Opt-out

or

<http://www.timewarnercable.com/arbitrationoptout>

You must include your name, address and TWC account number and a clear statement that you wish to opt out of this Agreement's arbitration obligation.

(f) If the prohibition against class action and other claims brought on behalf of third parties contained in Section 15(b) is found to be unenforceable, then all of Section 15 will be null and void. This arbitration clause will survive the termination of your Services.

16. Definitions

(a) "Agreement" means this Residential Services Subscriber Agreement, as amended from time to time.

(b) "Bandwidth Limit" means the aggregate amount of upstream and downstream data that a high-speed data customer may send and receive in a prescribed period (for example, a monthly billing period).

(c) "Customer Agreements" refers to the agreements, notices and policies described in the introduction to this Agreement.

(d) "Customer Use Equipment" means the converter boxes, cable modems, remote controls and other pieces of equipment that we provide to you for use inside your premises to receive the Services (and that you must return to us if the Service is cancelled).

(e) "Dispute" means any dispute, claim, or controversy between you and TWC regarding any aspect of your relationship with us, including those based on events that occurred prior to the date of this Agreement.

(f) "Equipment" means Customer Use Equipment and other equipment utilized in connection with the Services. Equipment does not include wiring on your premises and does not include your equipment (for example, your TV or computer).

(g) "HSD Service" and "High Speed Data Service" means our broadband Internet service and wireless data services as well as any OLP's service you receive through our systems.

(h) "including" or "include" means inclusion without limitation.

(i) "Maximum Throughput Rate" means the highest Throughput Rate that is provided by your level or tier of HSD or Wireless Data Service, without use of our Power Boost feature. Our Power Boost feature may provide additional bursts of download speed over and above your Maximum Throughput Rate but only during the initial part of a download.

(j) "Network Management Tools" are the tools and techniques we use to manage our network, ensure a quality user experience and ensure compliance with our Acceptable Use Policy. Examples of some Network Management Tools can be found in our Acceptable Use Policy. See <http://help.twcable.com/html/policies.html> or contact your local TWC office.

(k) "OLP" or "On-line Provider" means a provider of on-line services that you may purchase with our broadband Internet service but that does not itself provide Internet connectivity.

(l) "Services" refers to the services you buy from us. These may include video, high speed data, wireless data and Digital Home Phone services, as well as equipment-based services like DVR service.

(m) "Software" refers to the software we provide to you in connection with the Services. This also includes any executable code we provide for use on our Equipment.

(n) "Throughput Rate" refers to the rate at which data can be transferred between your location and our facilities over a given period of time. The Throughput Rates that we mention in our marketing and other materials refer to our Maximum Throughput Rates.

(o) "TWC" means Time Warner Cable Inc. and the local TWC-affiliated cable operators that provide our Services, or any cable operator to whom we assign this Agreement.

(p) "Video Service" refers to the video and/or audio programming Services we provide, including VOD offerings.

(q) "Work Order" means the TWC work or service order that identifies the Services you receive. You were probably provided with your Work Order when we initiated or last serviced your account but if you require a copy, please contact your local TWC office.

17. Term of Agreement; Termination of Service

(a) This Agreement remains in effect until either of us terminates it.

(b) We may terminate your Service at any time for any or no reason.

(c) If you wish to terminate Services, you must notify us and provide us with reasonable opportunity to schedule a visit to your location to disconnect the Services and recover our Equipment.

(d) You cannot terminate Services by writing "canceled" or any other message on your bill or check.

18. You May Not Transfer Your Rights or Responsibilities to Another Person

Except with our consent, you may not transfer or assign (in other words, make another person legally responsible for) the Services, the Customer Use Equipment or your obligation to comply with our Customer Agreements.

19. What Happens if the Law in Your Area Conflicts with our Customer Agreements

(a) Our Customer Agreements may be the subject of legal requirements that apply where you live. If such a requirement conflicts with our Customer Agreements with respect to one or more Services, the legal requirement will take priority over the part of our Customer Agreements with which it conflicts, but only with respect to that part and only with respect to the Services to which such legal requirement applies.

(b) If a court or similar body determines that a portion of a Customer Agreement is invalid or unenforceable, the rest of the agreement should stand. The invalid or unenforceable portion should be interpreted as closely as possible (consistent with the law in your area) so as to reflect the intention of the original. The only exception to this is that described in Section 15 regarding Arbitration.

20. What Happens if There is a Conflict between our Customer Agreements

(a) The Customer Agreements constitute the entire agreement between you and TWC. You are not entitled to rely on any agreements or undertakings made by TWC personnel other than those contained in the Customer Agreements.

(b) If we have provided you with a non-English translation of any our Customer Agreements, the English language version of that Customer Agreement will govern your relationship with TWC and will control in the event of a conflict. The translation is provided as a convenience only.

(c) In the event of a conflict between the terms of this Agreement and your Work Order, then the terms of this Agreement control.

(d) In the event of a conflict between the terms of this Agreement and the terms of any Addendum or the Terms of Service, the Addendum or Terms of Service, as applicable, control.

EXHIBIT H

Time Warner LA - SPAs

New Division	Agent Description	New SPA Location			Place an "X" next to the Agent to receive message
		New System	New Prin	New Agent	
Metro	Torrance	8448	3000	0010	X
Metro	Hawthorne	8448	3000	0020	X
Metro	Gardena	8448	3000	0030	X
Metro	Lawndale	8448	3000	0040	X
Metro	LA County	8448	3000	0050	X
Metro	El Segundo	8448	3000	0060	X
Metro	City of San Fernando	8448	3000	0070	X
Metro	South Pasadena	8448	3000	0080	X
Metro	San Marino	8448	3000	0090	X
Metro	City of LaVerne	8448	3000	0100	X
Metro	City of Glendora	8448	3000	0110	X
Metro	City of Monrovia	8448	3000	0120	X
Metro	City of San Dimas	8448	3000	0130	X
Metro	City of San Dimas	8448	3000	0140	X
Metro	City of Bradbury	8448	3000	0150	X
Metro	City of Diamond Bar	8448	3000	0160	X
Metro	City of Southgate	8448	3000	0170	X
Metro	City of El Monte	8448	3000	0180	X
Metro	City of La Puente	8448	3000	0190	X
Metro	City of Baldwin Park	8448	3000	0200	X
Metro	City of Pico Rivera	8448	3000	0210	X
Metro	City of Sierra Madre	8448	3000	0220	X
Metro	City of Arcadia	8448	3000	0230	X
Metro	County of Los Angeles (Rowland Heights)	8448	3000	0240	
Metro	County of Los Angeles (Hacienda Heights)	8448	3000	0250	
Metro	County of Los Angeles (Glendora)	8448	3000	0260	X
Metro	County of Los Angeles (Glendora)	8448	3000	0270	X
Metro	County of Los Angeles (Walnut Park)	8448	3000	0280	X
Metro	County of Los Angeles (South Whittier)	8448	3000	0290	X

New Division	Agent Description	New System	New Prin	New Agent	Place an "X" next to the Agent to receive message
Metro	City of Hermosa Beach	8448	3000	0300	
Metro	City of Los Angeles (Area H) - Eagle Rock	8448	3000	0320	
Metro	City of Los Angeles (Area L) - Boyle Heights	8448	3000	0330	X
Metro	City of Manhattan Beach	8448	3000	0340	
Metro	City of Redondo Beach	8448	3000	0360	
Metro	County of Los Angeles (East LA)	8448	3000	0370	X
Metro	Area I - Hollywood	8448	3000	0380	
Metro	Area I - LA West	8448	3000	0380	X
Metro	Area J	8448	3000	0400	X
Metro	Artesia	8448	3000	0410	X
Metro	Athens	8448	3000	0420	X
Metro	Bell Gardens	8448	3000	0430	X
Metro	Bell/Cudahy	8448	3000	0440	X
Metro	Bellflower	8448	3000	0450	X
Metro	Carson	8448	3000	0460	X
Metro	City of LA, Area B	8448	3000	0470	X
Metro	City of LA, Area D	8448	3000	0480	X
Metro	Claremont	8448	3000	0490	X
Metro	Compton	8448	3000	0500	X
Metro	Covina	8448	3000	0510	X
Metro	Culver City	8448	3000	0520	X
Metro	Downey	8448	3000	0530	X
Metro	East Compton	8448	3000	0540	X
Metro	Hawaiian Gardens	8448	3000	0550	X
Metro	Inglewood	8448	3000	0560	X
Metro	LA City Harbor	8448	3000	0570	X
Metro	LA County Claremont	8448	3000	0580	X
Metro	LA County Covina	8448	3000	0590	X
Metro	LA County Harbor	8448	3000	0600	X
Metro	LA County Kagel Canyon	8448	3000	0610	X
Metro	LA County Westchester	8448	3000	0620	X
Metro	La Mirada	8448	3000	0630	X

New Division	Agent Description	New System	New Prin	New Agent	Place an "X" next to the Agent to receive message
Metro	Lakewood	8448	3000	0640	X
Metro	Lomita	8448	3000	0650	X
Metro	Lynwood	8448	3000	0660	X
Metro	Maywood	8448	3000	0670	X
Metro	Paramount	8448	3000	0680	X
Metro	Playa Vista	8448	3000	0690	X
Metro	Pomona	8448	3000	0700	X
Metro	Santa Fe Springs	8448	3000	0710	X
Metro	South El Monte	8448	3000	0720	X
Metro	South Los Angeles, Area K	8448	3000	0730	X
North	City of Los Angeles	8448	2000	0010	
North	City of Santa Clarita	8448	2000	0020	X
North	Canyon Country (LA County)	8448	2000	0030	X
North	Stevenson Ranch (LA County)	8448	2000	0040	X
North	City of Palmdale	8448	2000	0050	X
North	City of Lancaster	8448	2000	0060	X
North	Edwards Airforce Base-No Franchise (Kern County)	8448	2000	0070	X
North	County of Los Angeles (Palmdale, Quartz Hill)	8448	2000	0080	X
North	County of Los Angeles (Green Valley)	8448	2000	0090	X
North	County of Los Angeles (Little Rock)	8448	2000	0100	X
North	County of Los Angeles (Acton)	8448	2000	0110	X
North	City of Agoura Hills	8448	2000	0120	X
North	City of Beverly Hills	8448	2000	0130	X
North	City of Calabasas (former 8211-9300-8990 Dup HSO Account)	8448	2000	0140	X
North	City of Calabasas (Commercial Account)	8448	2000	0150	X
North	City of Camarillo	8448	2000	0160	X
North	City of Fillmore	8448	2000	0170	X
North	City of Los Angeles (Area C)	8448	2000	0180	
North	City of Los Angeles (Area F) - West LA	8448	2000	0190	
North	City of Los Angeles (Area G) - Sherman Oaks	8448	2000	0200	
North	City of Moorpark	8448	2000	0210	X
North	City of Ojai	8448	2000	0220	X

New Division	Agent Description	New System	New Prin	New Agent	Place an "X" next to the Agent to receive message
North	City of Oxnard	8448	2000	0230	X
North	County of Ventura (Unincorporated)	8448	2000	0240	X
North	City of Port Hueneme	8448	2000	0250	X
North	City of Santa Monica	8448	2000	0260	
North	City of Santa Paula	8448	2000	0270	X
North	City of Simi Valley	8448	2000	0280	X
North	City of Thousand Oaks	8448	2000	0290	X
North	City of Buenaventura	8448	2000	0300	
North	City of West Hollywood	8448	2000	0310	X
North	City of Westlake Village	8448	2000	0320	X
North	County of Los Angeles (Agoura/Calabasas)	8448	2000	0330	X
North	County of Los Angeles (Marina del Rey - Oakwood Apt)	8448	2000	0340	
North	County of Los Angeles (Universal City [SMATV/MDU]. M	8448	2000	0350	X
North	County of Ventura	8448	2000	0370	X
North	County of Ventura	8448	2000	0380	X
North	County of Ventura	8448	2000	0390	X
North	County of Ventura (Oak Park/Agoura)	8448	2000	0400	X
North	County of Ventura	8448	2000	0410	X
North	County of Ventura (Camarillo II)	8448	2000	0410	X
North	County of Ventura	8448	2000	0420	X
North	County of Ventura	8448	2000	0430	
North	Naval Base No Franchise	8448	2000	0440	X
North	City of Calabasas	8448	2000	0450	X
North	City of Calabasas	8448	2000	0460	X
North	City of Calabasas	8448	2000	0470	X
North	City of Thousand Oaks	8448	2000	0480	X
North	County of Ventura (Santa Paula)	8448	2000	0490	X
North	County of Ventura (Fillmore / Piru)	8448	2000	0500	X
North	County of Ventura	8448	2000	0510	X
North	LA County Newhall	8448	2000	0520	X
North	Santa Clarita	8448	2000	0530	X
South	Orange	8448	4000	0010	X

New Division	Agent Description	New System	New Prin	New Agent	Place an "X" next to the Agent to receive message
South	Orange (County of orange)	8448	4000	0020	X
South	Garden Grove	8448	4000	0030	X
South	Los Alamitos	8448	4000	0040	X
South	Rossmoor (County of orange)	8448	4000	0050	X
South	Cypress	8448	4000	0060	X
South	Midway City (County of orange)	8448	4000	0070	X
South	Fountain Valley	8448	4000	0080	X
South	Huntington Beach	8448	4000	0090	X
South	Garden Grove (GG Feed)	8448	4000	0100	X
South	Stanton	8448	4000	0100	X
South	Garden Grove Unicorp	8448	4000	0110	X
South	Costa Mesa	8448	4000	0120	X
South	Westminster	8448	4000	0130	X
South	City of Brea	8448	4000	0170	X
South	City of LaHabra	8448	4000	0180	X
South	City of LaHabra Heights	8448	4000	0190	X
South	City of Villa Park	8448	4000	0200	X
South	City of Anaheim	8448	4000	0210	X
South	City of Yorba Linda	8448	4000	0220	X
South	City of Fullerton	8448	4000	0230	X
South	City of Buena Park	8448	4000	0240	X
South	City of Placentia	8448	4000	0250	X
South	City of Santa Ana	8448	4000	0260	X
South	City of Seal Beach	8448	4000	0270	
South	City of Seal Beach	8448	4000	0280	
South	Naval Base No Franchise	8448	4000	0290	X
South	City of Newport Beach	8448	4000	0300	X
South	City of Newport Beach	8448	4000	0310	X
South	County of Costa Mesa	8448	4000	0320	X
South	County of Los Angeles (La Habra)	8448	4000	0330	X
South	County of Orange	8448	4000	0340	X
South	County of Orange	8448	4000	0350	X

New Division	Agent Description	New System	New Prin	New Agent	Place an "X" next to the Agent to receive message
South	County of Orange	8448	4000	0360	X
South	County of Orange	8448	4000	0370	X
South	County of Orange	8448	4000	0380	X
South	City of Anaheim Hills	8448	4000	0390	X
South	County of Orange	8448	4000	0400	X
South	County of Orange	8448	4000	0410	X
South	Airforce Base-No Franchise	8448	4000	0420	X
South	City of Beaumont	8448	4000	0430	X
South	City of Calimesa	8448	4000	0440	X
South	City of Chino	8448	4000	0450	X
South	City of Chino Hills	8448	4000	0460	X
South	City of Colton	8448	4000	0470	X
South	County of San Bernardino (Lytle Creek)	8448	4000	0480	X
South	City of Fontana	8448	4000	0490	X
South	City of Grand Terrace	8448	4000	0500	X
South	City of Hemet	8448	4000	0510	X
South	City of Highland	8448	4000	0520	X
South	City of Loma Linda	8448	4000	0530	X
South	City of Montclair	8448	4000	0540	X
South	City of Moreno Valley	8448	4000	0550	X
South	City of Murrieta	8448	4000	0560	X
South	City of Ontario	8448	4000	0570	X
South	City of Rancho Cucamonga	8448	4000	0580	X
South	City of Redlands	8448	4000	0590	X
South	City of Rialto	8448	4000	0600	X
South	City of San Bernadino	8448	4000	0610	X
South	City of San Jacinto	8448	4000	0620	X
South	City of Temecula	8448	4000	0630	X
South	City of Upland	8448	4000	0640	X
South	City of Yucaipa	8448	4000	0650	X
South	County of Riverside	8448	4000	0660	X
South	County of Riverside	8448	4000	0670	X

New Division	Agent Description	New System	New Prin	New Agent	Place an "X" next to the Agent to receive message
South	County of Riverside	8448	4000	0680	X
South	County of Riverside	8448	4000	0690	X
South	County of San Bernadino	8448	4000	0700	X
South	City of Murrieta	8448	4000	0710	X
South	County of San Bernadino - Ontario/Montclair (Unincorporated)	8448	4000	0720	X
South	City of Temecula	8448	4000	0730	X
South	County of Riverside	8448	4000	0740	X
South	City of Perris	8448	4000	0750	X
South	County of Riverside - Woodcrest	8448	4000	0760	X
South	County of San Bernadino - Chino	8448	4000	0770	X
South	County of San Bernadino - Mentone/Coltione	8448	4000	0780	X
South	County of San Bernadino - Mentone/Coltione	8448	4000	0780	X
South	County of Riverside	8448	4000	0790	X
South	County of San Bernadino - Muscoy/Rialto	8448	4000	0800	X
South	County of Riverside (Unincorporated)	8448	4000	0810	X
South	County of Riverside - A.F.V.W. (Unincorporated)	8448	4000	0820	X
South	Canyon Lake	8448	4000	0830	X
South	Corona - ACCA	8448	4000	0840	X
South	Corona - CCC	8448	4000	0850	X
South	Corona - Riverside County	8448	4000	0860	X
South	Costa Mesa	8448	4000	0870	X
South	Cypress	8448	4000	0880	X
South	Homeland/Romoland	8448	4000	0890	X
South	Horse Thief Canyon	8448	4000	0900	X
South	Hot Springs	8448	4000	0910	X
South	LA County Cypress	8448	4000	0920	X
South	La Palma	8448	4000	0930	X
South	Lake Elsinore	8448	4000	0940	X
South	Menifee	8448	4000	0950	X
South	Murrieta	8448	4000	0960	X
South	Orange County/ Tustin	8448	4000	0970	X
South	Riverside County	8448	4000	0980	X

New Division	Agent Description	New SPA Location			Place an "X" next to the Agent to receive message
		New System	New Prin	New Agent	
South	Riverside County	8448	4000	0990	X
South	The Farm	8448	4000	1000	X
South	Tustin	8448	4000	1010	X
South	City of Pomona	8448	4000	1020	X
South	Banning (from 8340-5100-0100)	8448	4000	TBD	X
South	Beaumont (from 8340-5100-0120)	8448	4000	TBD	X
South	Cherry Valley (from 8340-5100-0110)	8448	4000	TBD	X

EXHIBIT I

How to reach us ...

Online: www.timewarnercable.com/socal
Phone: 1-888-TW-CABLE (1-888-892-2253)
Cable Stores: For locations, please visit us online and click Payment Centers

Thank You for Choosing TWCI

Did you know with Digital Cable you get FREE HD Programming! With 3x more FREE HD channels than before! Time Warner Cable's Digital TV brings you more HD movies and free shows than ever before. Experience better TV entertainment.

In the know...

Thank you for being a Time Warner customer. Please pay by the due date to avoid a late fee. You have a new Time Warner Cable subscriber agreement, which contains an arbitration clause and other important terms. You can review the new agreement and, if you wish, 'opt out' of the arbitration clause at <http://help.twcable.com/html/policies.html>. Did you know with Digital Cable you can enjoy Primetime on your time with the convenience of a DVR. It's easy to record an entire season of your favorite shows, even if it changes day or time. Record, pause, and rewind live TV. All DVR's are HD-ready.

We thank you for being a Time Warner Cable subscriber

Billing Date: March 18, 2010

Customer Code:

Service For:

Previous Balance	\$ 75.07
Payments - Thank you	\$ -75.07
Monthly Service Charges	\$ 69.97
One-Time Charges & Credits	\$ 8.98
Fees & Taxes	\$ 5.75
Total Due by 04/07/10	\$ 84.70



Options for paying your bill

Online with PayXpress

www.timewarnercable.com/socal and click Pay Your Bill

Phone

Call 1-888-TW-CABLE and authorize payment directly from your bank account or credit card via touch-tone telephone. Allow two days for your payments to be credited to your TWC account.

Via mail

Return payment stub with a check or money order in the mail.
Do not send cash.

At a local Time Warner Cable office

26500 Carl Boyer Drive Santa Clarita, CA 91350
12737 Glenoaks Blvd Sylmar, CA 91342
9260 Topanga Canyon Blvd Chatsworth, CA 91311
For additional locations and office hours, visit us online

Make checks payable to Time Warner Cable. Detach and enclose this portion with your payment.



26500 CARL BOYER DR SANTA CLARITA 91350
8448 2000 LX RP 18 03192010 YNNYN 01 007510

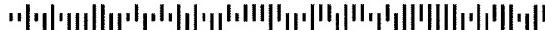
Account Number:	Payment Due Date:	Total Due:
	04/07/10	\$ 84.70

Check here to go paperless. Please provide your email address on the back to receive bill statement by email.

Please write your account number on your check.

Amount Enclosed
\$ _____

TIME WARNER CABLE
PO BOX 60074
CITY OF INDUSTRY CA 91716-0074





Statement Details for Account

Previous Balance.....	75.07
Payment - Thank You.....	-75.07

Monthly Service Charges for service period 03/28-04/27

Digital Cable Includes,	52.99
Broadcast @ \$20.00, Basic Cable and Sports Tier	
Ec-r Digicable \$42.99 12m	-10.00
Additional Digital Tiers	10.00
Variety Tier \$5.00	
Choice Tier \$5.00	
Digital Cable Receiver	7.99
(Includes Remote Control At \$.14)	
Additional Digital Cable	8.99
Receiver (Includes Remote Control At \$.14) and Digital Programming Fee	
Monthly Service Charges Subtotal	\$69.97



One-Time Charges & Credits

Pay-per-view Charges

03/01 New Couples Retreat.....	1:15 AM.	4.99
03/13 Night At/museum 2.....	10:28 PM	3.99
One-Time Charges & Credits Subtotal.....		\$8.98

Fees & Taxes

Regulatory Recovery Fee Video - Federal	0.07
PEG Municipal Capital Fee	0.98
Franchise Fee	4.70
Fees & Taxes Subtotal	\$5.75

PROGRAMMING INFO - For information on any upcoming programming changes please consult the Legal Notices published in the Los Angeles Times the first and third Tuesday of each month or our website at www.timewarnercable.com/socal

* IMPORTANT - When you mail a check for payment, you authorize Time Warner Cable to use information from your check to process a one-time Electronic Funds Transfer or process the payment as a check transaction. If you do not want your mailed check converted to an electronic debit, please call (800) 354-9622.*

** ATTENTION - This billing statement reflects adjustments to some taxes and fees.

Unresolved Concerns: City Of Santa Clarita Franchising Officer FCC Community #ca1355 23920 Valencia Blvd.,#295, Santa Clarita, CA 91355 (661) 286-4070

Change of billing address

Please fill in the below information to change your billing address.
If you are moving your service address, call 1-888-TW-CABLE.

New street address

City

State

Zip

New home phone ()



Online bill payment from Time Warner Cable

PayXpress, Time Warner Cable's online billing service, helps you save time, save on postage and save trees with paperless e-bills!
Go to: www.timewarnercable.com

Great Features:

- Go green and enroll in paperless billing
- Enroll in recurring payments for greater convenience
- Choose from numerous payment options (credit card, debit card or electronic funds transfer from your bank account)
- Get a quick summary of your account and be able to access 6 months of statements

Go Green with email Statements

You must be enrolled in recurring payments or electronic funds transfer in order to go paperless. Please check the box on the front of this payment coupon and fill in below to receive bill statements by email.

Email _____
sc8900c1

EXHIBIT J

LA Calls Offered to Agents

	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	2010	2011 thru Aug
Calls Offered-Sales	165,435	193,750	161,439	156,552	154,794	172,918	150,913	170,031	155,216	145,889	155,845	155,053	163,334	139,318	126,457	123,872	106,774	101,994	98,012	105,422	1,937,835	965,183
Calls Offered-Billing	579,334	641,111	490,725	560,621	546,569	555,770	498,809	561,952	539,761	514,560	505,534	488,186	515,206	536,841	468,768	500,548	482,376	506,030	490,265	522,893	6,482,932	4,022,927
Calls Offered-Repair	581,074	632,280	560,100	559,093	530,078	544,856	495,036	538,360	492,364	501,528	548,126	511,007	514,182	465,978	415,073	468,555	423,086	422,602	467,124	461,662	6,493,902	3,638,262
Calls Offered-Retention	97,210	110,216	91,062	90,788	97,132	102,703	95,444	113,764	102,723	87,009	87,888	80,234	84,302	88,663	79,995	84,686	84,866	86,181	82,582	99,758	1,156,173	691,033
Calls Offered-NHD Xfers	20,759	22,241	16,314	18,808	19,256	18,318	17,831	21,887	22,615	20,647	16,574	25,635	31,882	31,052	26,820	28,455	27,088	29,747	30,563	29,289	240,885	234,896
Calls Offered-HSO from IVR	6,740	6,166	4,153	3,916	4,143	7,091	5,735	6,421	6,542	5,716	5,106	20,879	3,918	4,437	7,027	7,491	4,490	6,948	7,175	7,182	82,608	48,668
Calls Offered-Other	0	0	12,504	6,954	5,097	3,651	1,623	2,094	0	0	0	0	0	0	0	0	0	0	0	31,923	0	
Calls Offered-Collection	5,877	5,877	6,730	6,268	6,098	6,190	5,295	5,848	5,984	5,781	5,895	5,534	5,457	6,086	4,779	4,819	4,724	5,363	3,949	4,095	71,377	39,272
Calls Offered-T2 HSO from IVR	105,776	118,434	88,736	89,309	91,062	63,623	57,634	64,443	68,355	56,927	59,533	129,367	144,369	130,143	64,885	65,912	61,437	61,606	61,692	61,777	993,199	651,821
Calls Offered-T2 migrated from T1	40,590	60,820	40,296	52,157	49,191	99,679	92,533	112,260	106,190	99,751	91,237	205,261	28,846	35,662	100,105	102,680	90,408	92,377	97,251	93,063	1,049,965	640,392
Calls Offered-T2 from T1	19,987	19,969	16,313	16,210	15,720	14,955	14,635	16,421	17,004	15,832	16,006	22,118	16,205	17,302	16,475	17,897	17,836	15,780	15,691	14,417	205,170	131,603
																					18,745,969	11,064,057

Note 1 Calls offered are calls from LA and SD customers

Note 2 Calls offered are offered to internal call centers and outsourcers

Note 3 Mountain West calls have been removed

Note 4 Monthly reporting based on fiscal month end (18th to 19th)

EXHIBIT K

Incident ID	Create Date	Closed.TIME	Category*	Type*	Item*	Description*
5403262	9/15/2011 11:32		CCMS	Contact Center-TRBL Minor	Witness	la qm - getting 1263 error when trying to playback contacts for agent Allen Hebert
5357745	9/6/2011 10:56	9/26/2011 11:38	CCMS	Contact Center-TRBL Minor	Witness	LA stopped recording compliance. Quality still working.
5283290	8/22/2011 14:47	9/2/2011 12:03	CCMS	Contact Center-TRBL Minor	Witness	recordings with 0 seconds or 1 second in viewer, there are pages of those like it is not stitching it together. Avaya#1831062 Date: 8/19/11 Examples: Inum# 801724007620015, 801724007620013, 80172400761907.
5283137	8/22/2011 14:21	8/26/2011 9:33	CCMS	Contact Center-TRBL Minor	Witness	LA cscm These Call are missing the opening: Inum#801725007623337 Date:8/18/11 UCID = 8028441313706882 started at 8/18/11 6:35:45pm cscm4 Inum#801725007622330 Date:8/18/11 UCID=8084281313705291 started at 8/18/11 6:09:34pm cscm4 CSCM restarts 8/18/11 4:29pm
5264453	8/19/2011 9:10	9/7/2011 14:40	CCMS	Contact Center-TRBL Minor	Witness	We seem to be starting to see a trend in Witness QM that on shorter calls - about 2 minutes or less, we are starting to see the below errors. 1292, 1144, no audio or video content.
5260951	8/18/2011 14:31	8/19/2011 13:11	CCMS	Contact Center-TRBL Minor	Witness	LA. We first noticed the issue on 8/16/2011. Agents do have recent calls in QM, nothing in Viewer since 8/15 or before. For whatever reason the teams in Van Nuys are having calls record in Witness QM and playing back with audio and video with no issues. The Hollywood call center is also seeing the issue, but it seems to be more intermittent. The only commonality that I can see is that both sites are on BDR02 (PRVPLOSSBDR02).
5245677	8/15/2011 13:53	8/17/2011 16:48	CCMS	Contact Center-TRBL Minor	Witness	SD viewer, not able to get any calls from viewer.
5072090	7/7/2011 12:33	8/26/2011 9:11	CCMS	Contact Center-TRBL Minor	Witness	Please take a look at the CSCMs for LA. No calls have recorded since 7/5 around 3P. We stopped and started services and have not yet seen a call. At this point LA audio recording is down. We will also need a root cause.
5023607	6/24/2011 13:12	6/29/2011 16:38	CCMS	Contact Center-TRBL Minor	Witness	we seem to be missing a lot of calls in Viewer over the past 2 days and most agents that were here all day don't have any calls recorded. Below are a couple agent ID's as an example; most agents have no calls being recorded for the entire day. http://prvpasanwitns03/avaya/ 1891451 - no calls 1891416 - 2 calls for all day yesterday 1891433 - 18 calls yesterday and none today 1891396 - 6 calls yesterday and none today
5005862	6/20/2011 16:18	7/20/2011 16:59	CCMS	Contact Center-Other	Witness	Customer complains having to restart bdr/erecorder services due to errors 1144 every Tuesday like clockwork for Sandiego QM. Requesting Avaya to look into it. Here are tickets that were created internal to customer for these: 3/1/2011 - 1432579 3/2/2011 - 1432566 5/4/2011 - 1475940 5/10/2011 - 1479763 5/18/2011 - 1485991 6/7/2011 - 1599644 6/14/2011 - 220533
4873178	5/3/2011 14:52	5/5/2011 9:19	CCMS	Contact Center-Other	Witness	cannot find contact in storage, I was asked to pull a call for LA on 1/19/11. I get the below message when I click on it. I found it on loswitpapp03. getting cscm message stating no longer available on online storage or archive.

CONFIDENTIAL

TWC01209

Incident ID	Create Date	Closed.TIME	Category*	Type*	Item*	Description*
4861298	4/28/2011 12:22	5/3/2011 10:43	CCMS	Contact Center-Other	Witness	Request for an audio file for agent 1811828 Heather Waite is requesting to have a called pulled from 3.23.11 at about 7:15pm MST for an agent that cannot be found in Avaya Viewer, CSCM's, and has already been purged from QM. Agent = Simona Risorto Agent ID = 1811828 She does have calls found in QM, but querying her logon ID I cannot find any recording record from any date range going back 60 days. I tried expanding my search for any of the Colo Spgs outbound sales agents and do not see any recordings being saved on the CSMC's. The agent ID range for the outbound agents is 1811765 - 1811840. These agents do have calls in QM audio and video, so the source files have to be saved somewhere... Error messages when searching - Avaya Viewer search message = Default Avaya Query - 0 items CSMC search message = There are no matching recordings
4845762	4/21/2011 9:22	4/22/2011 9:43	CCMS	Contact Center-Other	Witness	Hello - We are getting 1144 error in PRVPSANWITNNNS02 that I am not able to resolve. Can you please take a look?
4790556	4/1/2011 15:43	6/30/2011 16:08	CCMS	Contact Center-Other	Witness	LA has indicated that they are getting incomplete data when running Evaluation Reports. Could you take a look?
4772771	3/25/2011 10:00	4/22/2011 16:00	CCMS	Contact Center-Other	Witness	viewer not gathering all recorded calls in LA.
4707035	3/2/2011 10:58	3/8/2011 13:45	CCMS	Contact Center-Other	Witness	customer reports when trying to add a random rule to qm you are not able to complete due to no folders in folders list.

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TWC01210

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
Ticket	1/4/2010	115529	Severe	Closed	Witness Quality Monitoring Error message	Application Development. Individual Users: E091774	E091573	Entered on 01/07/2010 at 13:22:28 PST (GMT-0800) by E091774: Server Hard drive had reached capacity and stopped recording Saturday Jan 2 at 2:30 and was restored Monday Jan 4 at 12:20 PM. It took a couple days for the recorded calls to populate the database. Closing ticket. Entered on 01/04/2010 at 07:45:21 PST (GMT-0800) by Esperanza Davalos: An error message displays when attempting to review a call. Error message: There was an internal eWare Server error. Please contact your System Administrator. ERR-1302	Application Development	Witness	Witness QM
Ticket	1/4/2010	115688	Severe	Closed	Still no audio in Witness Viewer.	Ernesto Hernandez	Fernando Valdivia	Entered on 01/06/2010 at 11:39:06 PST (GMT-0800) by Ernesto Hernandez: Per Maria audio do comes on but it takes a while for it to come on. Entered on 01/04/2010 at 14:02:48 PST (GMT-0800) by Fernando Valdivia: Still no audio in Witness Viewer after IE downgrade: from IE8 to IE7.	Desktop Support	Telecom - Desktop	M/A/C
Ticket	1/4/2010	115703	Standard	Closed	SARF - Witness Viewer	Application Development. Individual Users: E091774	Sandy Levine	Entered on 01/04/2010 at 14:46:17 PST (GMT-0800) by Sandy Levine: See ticket 115224. This is a duplicate request. Entered on 01/04/2010 at 14:45:35 PST (GMT-0800) by Sandy Levine: Received SARF signed by James McEwen to grant Jennifer Bregard E090004 access to Witness viewer.	Application Development	Witness	
Ticket	1/4/2010	115712	Standard	Closed	calls recorded are in progress	E091774	E112834	Entered on 06/28/2010 at 12:44:52 PDT (GMT-0700) by E091774: Issue corrected in January. Didn't close ticket. Closing ticket now. Entered on 01/04/2010 at 15:06:18 PST (GMT-0800) by Octavio Gonzalez: calls are not in sync. the calls are being recorded when the calls are already in progress and the audio and video are not matching.	Application Development	Witness	Witness QM
Ticket	1/5/2010	115788	Standard	Closed	Witness QM Reporting not connecting	Application Development. Individual Users: E091774	E112834	Entered on 01/05/2010 at 11:39:24 PST (GMT-0800) by E091774: The ReportNet Gateway service was hung on the reporting server. Stopped and started the service and access has been restored.	Application Development	Witness	Witness QM

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TWC01675

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 01/05/2010 at 07:57:22 PST (GMT-0800) by Octavio Gonzalez: Getting error message that application was not able to connect to the reporting server.			
Ticket	1/5/2010	115831	Standard	Closed	witness	Tanisha Walker	Tanisha Walker	Entered on 01/08/2010 at 13:17:17 PST (GMT-0800) by Tanisha Walker: closed Entered on 01/05/2010 at 09:12:37 PST (GMT-0800) by Tanisha Walker: can't enable user...	Service Desk	General Questions/Other	How to...
Ticket	1/5/2010	115896	Standard	Closed	Unable to make changes in witness	Application Development. Individual Users: E091774	E091058	Entered on 01/05/2010 at 12:21:04 PST (GMT-0800) by E091774: Issue resolved itself. No action taken. Diane confirmed and agreed I would close ticket Entered on 01/05/2010 at 11:22:52 PST (GMT-0800) by Diane Weissenfluh: Administrators unable to save changes in witness. Receive error 5002	Application Development	Witness	Witness QM
Ticket	1/5/2010	115982	Standard	Closed	Avaya Viewer Password Reset	Application Development. Individual Users: E091774	V188870	Entered on 01/05/2010 at 17:18:43 PST (GMT-0800) by E091774: Resolved Entered on 01/05/2010 at 16:17:28 PST (GMT-0800) by V188870: The following users request to have their Witness Viewer passwords reset. Cesar Gonzalez, e116123 Jerrie Davis, e005287 Reggie Hobbs, e121870	Application Development	Witness	Witness QM
Ticket	1/5/2010	116014	Standard	Closed	WITNESS ISSUE	Application Development. Individual Users: E091774	E090166	Entered on 01/07/2010 at 12:37:57 PST (GMT-0800) by Gustavo Duran Venzor: 1 ticket already exists for same issue. Entered on 01/05/2010 at 17:24:08 PST (GMT-0800) by Gustavo Duran Venzor: Agent, Victor Carter - E090050 - Avaya 78039 - Phone Ext 75578 . He is not being recorded in Witness.	Application Development	Witness	Witness QM
Ticket	1/6/2010	116144	Standard	Closed	Needs IE downgraded from 8.	Ernesto Hernandez	Fernando Valdivia	Entered on 01/06/2010 at 17:02:53 PST (GMT-0800) by Ernesto Hernandez: Done!	Desktop Support	Software	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 01/06/2010 at 13:37:42 PST (GMT-0800) by Fernando Valdivia: Cannot listen to Witness calls due to IE 8.			
Ticket	1/7/2010	116316	Standard	Closed	my quality issues	Dan Sheehan	Tanisha Walker	Entered on 01/07/2010 at 15:11:41 PST (GMT-0800) by Dan Sheehan: .Entered on 01/07/2010 at 14:52:54 PST (GMT-0800) by Dan Sheehan: This is not for Witness as stated but for a program called My Quality from Intuit (. This is being sponsored by Jackie Gonzalez and Adam Felmlee. This is webbased and there is no Spell Check built into the program. There is no spell check for Internet Explorer. Software that I can find is IESPELL but this is Firmware and it not free for Commercial use. Talked to Kristian about this and he is going to see about getting a 5 seat license to do some testing of this Firmware before we purchase a Site License. The work around until this has been approved for use would be for the user to enter the information into word, spellcheck it there and then copy and paste it to the document. https://jlodge.quickbase.com/db/bevzn4na2) Entered on 01/07/2010 at 13:42:09 PST (GMT-0800) by Tanisha Walker: Couldn't install remotely... user needs this to assist with quality control monitoring program that changed from witness Entered on 01/07/2010 at 11:50:50 PST (GMT-0800) by Tanisha Walker: needs to add spellcheck needed admin rights... www.iespell.com is the site...	Service Desk	General Questions/Other	How to...
Ticket	1/7/2010	116330	Standard	Closed	ADD NEW STATIONS	E091774	E090166	Entered on 04/30/2010 at 14:00:56 PDT (GMT-0700) by Gustavo Duran Venzor: Issue resolved Entered on 01/07/2010 at 12:47:31 PST (GMT-0800) by Gustavo Duran Venzor: The following stations need to be added to Witness. All from 75558 to 75577 Generic PC Name: LOSCSCCCCD755__	Application Development	Witness	
Ticket	1/7/2010	116427	Severe	Closed	Impact/360 not functioning properly	Application Development. Individual Users:	E091780	Entered on 01/08/2010 at 09:55:45 PST (GMT-0800) by E091774: Issue resolved. Closing ticket.	Application Development	Witness	Witness WFM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
						E091774		<p>Entered on 01/07/2010 at 23:10:46 PST (GMT-0800) by Erich Bieber:</p> <p>I received a call from the RNOC at 10:36 PM with regards to this issue. I contacted Liam and he stated that he was aware of the issue and gave me this ticket number for reference.</p> <p>The RNOC ticket for this issue is: 689649</p> <p>Entered on 01/07/2010 at 21:19:39 PST (GMT-0800) by Steven Gandy:</p> <p>Impact/360 is providing false reads on the Adherence display. The Day Details tab has agents that are currently on the phones showing as though they have logged off. Lunch segments are not captured and displayed. There are errors and missing data for today, 1/7, from 15:30 on within Impact/360.</p>			
Ticket	1/7/2010	116428	Severe	Closed	REM SPECIALIST	Application Development. Individual Users: E091774	E115852	<p>Entered on 01/08/2010 at 09:28:25 PST (GMT-0800) by E091774:</p> <p>Issue Resolved.</p> <p>Entered on 01/07/2010 at 22:12:11 PST (GMT-0800) by Anne Marie Chua:</p> <p>The entire Ontario Call Center South Division lost Impact 360 web access at approximately 9:30 p.m.</p> <p>This is the message that shows up: Please contact the administrator or technical support specialist to analyze the problem. Full detail of the error can be found in the log. Error is: class java.rmi.RemoteException</p>	Application Development	Witness	Witness WFM
Ticket	1/8/2010	116430	Severe	Closed	Impact 360 Down Ontario call Center	E091774	Donald Lyons	<p>Entered on 01/08/2010 at 09:51:21 PST (GMT-0800) by E091774:</p> <p>Issue Resolved. User access has been restored.</p> <p>Entered on 01/08/2010 at 06:20:29 PST (GMT-0800) by Donald Lyons:</p> <p>Impact 360 Down Ontario call Center Please contact the administrator or technical support specialist to analyze the problem. Full detail of the error can be found in the log. Error is: class java.rmi.RemoteException</p>	Application Development	Witness	Witness WFM
Ticket	1/8/2010	116433	Severe	Closed	impact 360 error	E091774	E090674	Entered on 01/08/2010 at 09:48:34 PST (GMT-0800) by E091774:	Application	Witness	Witness WFM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Issue resolved. User access has been restored. Entered on 01/08/2010 at 07:06:34 PST (GMT-0800) by Betty Ocenosak: When logging into Impact 360 we are getting the attached error in COS Call Center	Development		
Ticket	1/8/2010	116436	Severe	Closed	Impact 360	E091774	E083371	Entered on 01/08/2010 at 09:44:49 PST (GMT-0800) by E091774: Data drive was at capacity causing various issues. Contacted the Vendor and got the database cleaned up and shrunk, then restarted all App Services and Integration service. Entered on 01/08/2010 at 07:15:33 PST (GMT-0800) by Vivian Busse: Impact 360 is down for the Ontario Call Center, since about 9:00pm lastnight.	Application Development	Witness	Witness WFM
Ticket	1/8/2010	116441	Severe	Closed	Witness/Impact 360 Error Message - Can't Login	E091774	E127899	Entered on 01/08/2010 at 09:42:51 PST (GMT-0800) by E091774: Issue resolved. Access has been restored. Entered on 01/08/2010 at 07:36:08 PST (GMT-0800) by Amanda Thomason: When trying to open Blue Pumpkin (Witness Scheduling Tool) or Impact 360 an "authentication error" message is given and login is denied. Others are having this issue as well.	Desktop Support	Software	TechOps/Dispatch
Ticket	1/8/2010	116445	Severe	Closed	Impact 360 error	Application Development. Individual Users: E091774	Gerardo Bran	Entered on 01/08/2010 at 15:04:07 PST (GMT-0800) by E091774: Issue resolved. Users access restored. Entered on 01/08/2010 at 08:02:57 PST (GMT-0800) by Gerardo Bran: Contacted liam To let him know of issue.	Application Development	Witness	Witness WFM
Ticket	1/8/2010	116446	Severe	Closed	Van nuys agents cannot login to impact 360	Application Development. Individual Users: E091774	Larone Thompson	Entered on 01/08/2010 at 09:33:02 PST (GMT-0800) by E091774: Issue Resolved. Agents can log in. Entered on 01/08/2010 at 08:13:29 PST (GMT-0800) by Larone Thompson: users are getting the attached error message when logging into impact 360 with the link http://losonccwfm03:7001/wfo/control/signin	Application Development	Witness	Witness WFM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Users are located in van nuys			
Ticket	1/8/2010	116454	Standard	Closed	Impact 360 not working. Error is: class java.rmi.RemoteException	Application Development. Individual Users: E091774	E092290	Entered on 01/08/2010 at 15:06:49 PST (GMT-0800) by E091774: Issue resolved. User access is restored. Entered on 01/08/2010 at 08:26:47 PST (GMT-0800) by Alfredo Martinez: Two supervisors so far are experiencing this issue.	Application Development	Witness	
Ticket	1/8/2010	116462	Severe	Closed	Blue pumpkin offline	E091774	E100055	Entered on 01/08/2010 at 09:30:38 PST (GMT-0800) by E091774: Issue resolved. Apps are back on line. Entered on 01/08/2010 at 08:42:35 PST (GMT-0800) by E100055: Blue pumpkin forecasting application offline	Application Development	Witness	Witness WFM
Ticket	1/8/2010	116498	Standard	Closed	Witness Password Reset	Rodvel Velasquez	Rodvel Velasquez	Entered on 01/08/2010 at 09:44:47 PST (GMT-0800) by Rodvel Velasquez: User calledin to have Witness password reset I reset his password and he was able to login	Service Desk	User Access Request	Blue Pumpkin
Ticket	1/8/2010	116504	Standard	Closed	ayWitness (impact 360 Error)- not reporting data accurately.	Application Development. Individual Users: E091774	E092893	Entered on 01/08/2010 at 10:16:01 PST (GMT-0800) by E091774: Data drive was at capacity causing various issues. Contacted the Vendor and got the database cleaned up and shrunk, then restarted all App Services and Integration service. Entered on 01/08/2010 at 09:54:08 PST (GMT-0800) by Christopher Smith: In impact 360 (witness) 22 agents show not logging off on 1/7/10. All agents that are off at 10 PM in Culver City call center.	Application Development	Witness	Witness WFM
Ticket	1/8/2010	116597	Standard	Closed	IMPACT	Application Development. Individual Users: E091774	E126193	Entered on 01/08/2010 at 15:38:33 PST (GMT-0800) by E091774: User access was restored between 9:15 and 9:30 AM this morning. Issue resolved. Closing ticket. Entered on 01/08/2010 at 12:58:01 PST (GMT-0800) by E126193: I can't log into impact 360 to see my breaks and linch schedules.	Application Development	Witness	Witness WFM
Ticket	1/8/2010	116636	Severe	Closed	Viewer not Working	Jesse Gonzalez	E092644	Entered on 01/11/2010 at 08:00:12 PST (GMT-0800) by Jesse Gonzalez:	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Downgraded Entered on 01/08/2010 at 16:31:17 PST (GMT-0800) by E091774: Reassigning ticket to Jesse Gonzalez to downgrade IE 8 again. Entered on 01/08/2010 at 15:22:02 PST (GMT-0800) by Elizabeth Long: The Viewer is not retrieving the calls after clicking on the play button. A pop up box shows up that says: A retrieval is currently taking place. Please try again when it has completed.			
Ticket	1/8/2010	116641	Standard	Closed	Viewer for quality loads but will not play calls	Dan Sheehan	E014732	Entered on 01/15/2010 at 11:25:57 PST (GMT-0800) by Dan Sheehan: took user off IE 8 and put them on IE 7 and it is working Entered on 01/13/2010 at 11:57:38 PST (GMT-0800) by Dan Sheehan: . Entered on 01/13/2010 at 11:56:47 PST (GMT-0800) by Dan Sheehan: Called user and left a VM Entered on 01/08/2010 at 15:29:52 PST (GMT-0800) by Sharon Fields: Viewer part of the witness program loads and allows you to put information in to access the call, however call never loads up.	Desktop Support	Software	TechOps/Dispatch
Ticket	1/8/2010	116644	Standard	Closed	SARF - Witness Supervisor	Sandy Levine	Sandy Levine	Entered on 01/12/2010 at 13:21:24 PST (GMT-0800) by Sandy Levine: Completed by Cynthia Haywood Entered on 01/12/2010 at 08:49:43 PST (GMT-0800) by Sandy Levine: Sent email to Cynthia Haywood to have login created. Entered on 01/08/2010 at 15:34:31 PST (GMT-0800) by Sandy Levine: Received SARF signed by Adam Archuleta for Witness supervisor profile for Denise Lopez E092213. CS Supervisor	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
Ticket	1/9/2010	116707	Severe	Closed	I cant listen to calls on teh Viewer tool	E091774	E090679	Entered on 02/09/2010 at 16:07:33 PST (GMT-0800) by E091774: This was due to the IE 8 upgrade. Downgraded to IE7 Entered on 01/09/2010 at 14:50:34 PST (GMT-0800) by Lourdes Ojeda: On last day some upgrade has been done to my computer that now I cant listen to calls on the Viewer tool . I can open the application and select the call but after that nothin happen. I need to be able to listen to calls , I use this tool for coaching and development of my reps on daily basic.	Application Development	Witness	Witness QM
Ticket	1/11/2010	116801	Severe	Closed	Witness QM error code 1336	E091774	E112834	Entered on 04/26/2010 at 16:25:12 PDT (GMT-0700) by E091774: This was a temporary event that corrected itself possibly caused by power or AC issues that were frequent at this site at the time. No corrective action was taken other than to restart the services. Ticket did not get closed. Entered on 01/11/2010 at 10:03:10 PST (GMT-0800) by Octavio Gonzalez: Getting Error code 1336 on all calls.	Application Development	Witness	Witness QM
Ticket	1/11/2010	116848	Standard	Closed	Downgrade Internet Explorer to 7.0	Jesse Gonzalez	Adam Archuleta	Entered on 01/12/2010 at 10:13:07 PST (GMT-0800) by Jesse Gonzalez: Downgraded Entered on 01/11/2010 at 12:29:18 PST (GMT-0800) by Adam Archuleta: COuld you please downgrade my version of Internet Explorer to version 7.0 so I am able to use the witness viewer application with no issues? Thanks.	Desktop Support	Software	Other
Ticket	1/11/2010	116867	Standard	Closed	cant get into impact 360	Larone Thompson	Larone Thompson	Entered on 01/11/2010 at 13:35:52 PST (GMT-0800) by Larone Thompson: User cannot get into impact 360. When the user tries to reset her password, it is telling her that her email address is not there. User must contact maisha johnson in culver city to either reset the password, or add her email to the profile.	Application Development	Witness	
Ticket	1/11/2010	116953	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	Entered on 04/20/2010 at 11:52:17 PDT (GMT-0700) by E091774: Request complete.	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 01/11/2010 at 16:49:33 PST (GMT-0800) by Sandy Levine: Received SARF signed by John Fisher to grant Eric Kim E124027 access to Witness Viewer.			
Ticket	1/11/2010	116957	Standard	Closed	SARf - Witness viewer	Application Development. Individual Users: E091774	Sandy Levine	Entered on 02/02/2010 at 12:09:46 PST (GMT-0800) by E091774: Request complete Entered on 02/02/2010 at 10:33:32 PST (GMT-0800) by Fernando Valdivia: User called requestin update, emailed Liam requesting update and to respond to user. Entered on 01/11/2010 at 16:52:30 PST (GMT-0800) by Sandy Levine: Received SARF signed by Debbie Schoeman to grant James Courteau E040641 witness viewer access. Tier 3 supervisor	Application Development	Witness	Witness QM
Ticket	1/11/2010	116958	Standard	Closed	SARF - Witness Viewer	Application Development. Individual Users: E091774	Sandy Levine	Entered on 01/25/2010 at 13:07:56 PST (GMT-0800) by E091774: Access to Hollywood Witness Viewer server has been added. Entered on 01/20/2010 at 11:20:43 PST (GMT-0800) by Tanisha Walker: please update user on acces... ASAP Entered on 01/11/2010 at 16:53:57 PST (GMT-0800) by Sandy Levine: Received SARF signed by John Gomez to grant Adam Archuleta E038957 access to Witness Viewer. CC Manager	Application Development	Witness	Witness QM
Ticket	1/11/2010	116964	Standard	Closed	IE Downgrade	Jesse Gonzalez	Rodvel Velasquez	Entered on 01/12/2010 at 07:39:42 PST (GMT-0800) by Jesse Gonzalez: Downgraded Entered on 01/11/2010 at 17:31:59 PST (GMT-0800) by Rodvel Velasquez: User called in to have IE downgraded from IE8 to IE7 so that it could be compatible with the Witness Viewer.	Desktop Support	Software	Customer Care
Ticket	1/12/2010	117032	Standard	Closed	Desk 226 g unable to print	George Garcia	Donald	Entered on 01/12/2010 at 10:20:27 PST (GMT-0800) by George Garcia:	Desktop	Software	Customer Care

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
					evaluation from Witness		Lyons	Completed for client, verified that it works off 2 different prints. Entered on 01/12/2010 at 09:26:05 PST (GMT-0800) by Donald Lyons: Desk 226 g unable to print evaluation from Witness.. evaluation forms from agents is not printing	Support		
Ticket	1/12/2010	117118	Standard	Closed	Witness Viewer Issue with IE8	Jesse Gonzalez	Rodvel Velasquez	Entered on 01/12/2010 at 15:07:37 PST (GMT-0800) by Jesse Gonzalez: Downgraded Entered on 01/12/2010 at 12:42:02 PST (GMT-0800) by Rodvel Velasquez: User called in and said taht he could not listen to anything from the Witness Viewer since the upgrade to IE8. He has requested to have it downgraded to a more compatible version.	Desktop Support	Software	Customer Care
Ticket	1/12/2010	117124	Standard	Closed	Downgrade IE to 7.0	Jesse Gonzalez	E091573	Entered on 01/12/2010 at 15:08:02 PST (GMT-0800) by Jesse Gonzalez: Downgraded Entered on 01/12/2010 at 12:57:24 PST (GMT-0800) by Esperanza Davalos: Witness viewer is not working with IE 8.0 please downgrade IE to 7.0	Desktop Support	Software	
Ticket	1/12/2010	117158	Standard	Closed	SARF - Witness QA-Instructor profile	Sandy Levine	Sandy Levine	Entered on 01/27/2010 at 09:15:43 PST (GMT-0800) by Sandy Levine: Completed by Elaine O'Hara. Entered on 01/12/2010 at 14:48:06 PST (GMT-0800) by Sandy Levine: Received SARF signed by Suzette Guevara for Witness QA trainer profile Tina White-Cater E017779. Sending ticket to Elaine O'Hara	Service Desk	User Access Request	
Ticket	1/12/2010	117174	Standard	Closed	SARF - Witness Viewer	Application Development. Individual Users: E091774	Sandy Levine	Entered on 01/20/2010 at 13:36:27 PST (GMT-0800) by E091774: Request complete. Access added to All L.A. Division QM Viewers Entered on 01/12/2010 at 15:20:20 PST (GMT-0800) by Sandy Levine: Received SARFs signed by Pam Crawford to grant the following Witness Viewer access:	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								(J.Lodge contractors) Monica Lanier V176498 Carolyn Threatte V185304 Dianna Pepper V185324 Brenda Matthews V209466 Robert Townes V185291 Pam Conlan V176493 James Lopez V213528 Judy Willibey V185330 Nancy Williams V185293 Cathy King V213516 Nancy Pointdujour V203459 James Schrider V185288 Cynthia Green V185317 Regina Hickman V185279 Christine Morrison V168958 Gilda Martelli V185321 Rebecca Divine V091864 Michael Robinson V213521 Linda Rogers V213519 Dennis Schneider v176504 Richard Delgado V213524 Nancy Davis V213523 Rafaela Vasquez V185328 Kristin Jenkins V176497 Michelle Burkes V164582 Vashea Guinn V213527 Julie Roda V176503 Dolores Moradi V176499 Jacquelyn Weathers V185329 Lara Martin V185302 Sharettta Lockett V185320 Brandi Jackson V213515 Tina Beane V185306 Marsha Delong V185312 Judy Breaux V213518 Kathryn Cooper-Shorter V185311 Linda VanOverbeke V213520 Larry Wells V126277 Kathy Caldwell V185308 Marci Romero V185303 Ario Giglia V185299 Robin Goudie V185316 Daphney Lisane V213517			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category	
								Barbara Jones V185301 Kristina Fagan V185314 Sherri Dolheimer V213526 Jason Page V176500 Phillip Best V185307 Amy Chopie V185310 Margaret Cerk V185309 Sharon McCarty V185283 Michelle Hollins V213522				
Ticket	1/13/2010	117224	Standard	Closed	Colorado Springs QA team unable to log onto witness	Steve Stiles	E091058	Entered on 01/13/2010 at 09:03:19 PST (GMT-0800) by Steve Stiles: Now able to log in to Witness ok Entered on 01/13/2010 at 08:25:06 PST (GMT-0800) by Steve Stiles: Hello Diane, I was able to log in to Witness WM ok. I went by the QA dept to check with someone, but no one is in QA and all of the workstations are locked. Please let me know when you get back so I can come back and get more information / trouble-shoot the problem with a member of the QA team. Thanks Steve Entered on 01/13/2010 at 07:53:34 PST (GMT-0800) by Diane Weissenfluh: QA team cannot log onto witness	Desktop Support	Software		
Ticket	1/13/2010	117295	Severe	Closed	Agents not recording in Witness	E091774	E092644	Entered on 03/24/2010 at 17:52:52 PDT (GMT-0700) by E091774: These have been corrected. Various configuration issues and DNS cache problems. Engaged Sajid for the DNS corrections. Cleaned up entry errors and corrected naming convention problems on the desk tops. Entered on 02/03/2010 at 08:47:32 PST (GMT-0800) by Elizabeth Long: Entered on 01/13/2010 at 10:52:47 PST (GMT-0800) by Elizabeth Long: Witness is not capturing calls for the following agents:	Application Development	Witness	Witness QM	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Witness is not capturing calls for the following agents:</p> <p>Joshua Scott: Avaya#39343 Ext#31797 Supervisor: Marty Adebawale</p> <p>Barbara Jones: Avaya#39120 Ext#31798 Supervisor: Marty Adebawale</p> <p>Count Fields: Avaya#39079 Ext# 31725 Supervisor: Elizardo Campos</p> <p>Glenda Cerrato: Avaya#39727 Ext#31720 Supervisor Marty Adebawale ***For this agent witness doesn't capture the video just the audio.</p> <p>Amos Hairston: Avaya#39102 Ext#31721 Supervisor Marty Adebawale ***For this agent witness doesn't capture the video just the audio.</p> <p>Jackie Werkhoven: Avaya# 39224 Ext#31722 Supervisor Marty Adebawale ***For this agent witness doesn't capture the video just the audio.</p> <p>Entered on 02/03/2010 at 08:46:02 PST (GMT-0800) by V188870:</p> <p>User called to get a status update on the ticket.</p> <p>Entered on 01/13/2010 at 10:52:47 PST (GMT-0800) by Elizabeth Long:</p> <p>Witness is not capturing calls for the following agents:</p> <p>Joshua Scott: Avaya#39343 Supervisor: Marty Adebawale</p> <p>Barbara Jones: Avaya#39120 Supervisor: Marty Adebawale</p> <p>Count Fields: Avaya#39079 Supervisor: Elizardo Campos</p> <p>Nancy Borja:Avaya#39916 Supervisor: Jerrie Davis</p> <p>Spencer Williams: Avaya#39431 Supervisor: Ricardo Ayala</p> <p>Victor Crisanto: Avaya#39926 Supervisor: Ronnie LeFlore</p> <p>Jesus Torres: Avaya# 39927 Supervisor: Ronnie LeFlore</p> <p>Violeta Martinez: Avaya# 39865 Supervisor:Jose Quintanilla</p> <p>Antoinette Betts: Avaya#39426 Supervisor:Wendy Bolanos</p> <p>Rasheed Salaam: Avaya# 39243 Supervisor:Filiberto Castillo</p> <p>Glenda Cerrato: Avaya#39727 Supervisor Marty Adebawale ***For this agent witness doesn't capture the video just the</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								audio.			
Ticket	1/13/2010	117297	Standard	Closed	Downgrade IE8 to IE7	Jesse Gonzalez	Rodvel Velasquez	Entered on 01/14/2010 at 02:48:43 PST (GMT-0800) by Jesse Gonzalez: Downgraded Entered on 01/13/2010 at 10:54:12 PST (GMT-0800) by Rodvel Velasquez: User called in and requested to have IE downgraded to 7 so that Witness Viewer can work properly.	Desktop Support	Software	Customer Care
Ticket	1/13/2010	117346	Standard	Closed	User stated that he needs Explore 7	Michael Allen2	V130381	Entered on 01/15/2010 at 10:47:42 PST (GMT-0800) by Steve Stiles: Mike uninstalled IE8 / installed IE7. Also installed AAD SC upgrade and XP SP3 to get system up to date. Entered on 01/14/2010 at 07:14:03 PST (GMT-0800) by Steve Stiles: James, Please let me know when you come in so I can come by to re-install IE7 for you. Thanks, Steve Entered on 01/13/2010 at 13:39:13 PST (GMT-0800) by V130381: User stated that he needs Explore 7 so he can have access to Witness Viewer. User mentioned that he works night, and he is barely starting his shift. User stated that he had IE -8 on his system then he had IE-7 installed back on his PC so can have access to Witness Viewer. But, it will automatically take him back to IE- 8	Desktop Support	Software	Customer Care
Ticket	1/13/2010	117375	Standard	Closed	down grade IE 8 to 7	Kenton Young	Tanisha Walker	Entered on 01/14/2010 at 11:03:11 PST (GMT-0800) by Kenton Young: Downgraded IE to version 7. Entered on 01/13/2010 at 15:17:23 PST (GMT-0800) by Tanisha Walker: down grade IE 8 to 7 causing issue with witness	Desktop Support	Software	
Ticket	1/14/2010	117423	Request	Closed	Unable to access Witness Viewer	Jesse Gonzalez	E091801	Entered on 01/15/2010 at 07:18:17 PST (GMT-0800) by Jesse Gonzalez:	Desktop Support	Software	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Downgraded Entered on 01/14/2010 at 08:05:52 PST (GMT-0800) by V188870: Ticket was created by the user. Entered on 01/14/2010 at 06:15:01 PST (GMT-0800) by Lili Garcia: I need my Internet Explorer downgraded from 8.0 to 7.0 in order to have access to Witness Viewer.			
Ticket	1/14/2010	117470	Standard	Closed	LOSCSCCEREC- Volume D:\Label:Calls c8050d9b 94% Full	E091774	V188870	Entered on 03/05/2010 at 17:09:24 PST (GMT-0800) by E091774: Cleared old logs and obsolete JRE installation MSI file. This drive is under 90% full. Closing ticket. Entered on 01/14/2010 at 10:04:14 PST (GMT-0800) by V188870: System: LOSCSCCEREC IP: 165.237.170.152 Volume: D:\Label:Calls c8050d9b is 94% full	Application Development	Witness	Witness QM
Ticket	1/14/2010	117574	Severe	Closed	No able to retrieve calls in Viewer Avaya	Jesse Gonzalez	E116123	Entered on 01/15/2010 at 07:10:59 PST (GMT-0800) by Jesse Gonzalez: Downgraded Entered on 01/14/2010 at 15:09:32 PST (GMT-0800) by Cesar Gonzalez: I am not able listen to calls in Viewer Avaya. When I click on the "sound" icon to listen to a call, it says "retrieving call" all the time.	Desktop Support	Software	Customer Care
Ticket	1/14/2010	117638	Standard	Closed	need to have internet explorer 7	Steve Stiles	E090989	Entered on 01/15/2010 at 13:53:14 PST (GMT-0800) by Steve Stiles: Unable to remote into system w/ UVNC Went to machine and logged in directly - IE8 had no option to uninstall under my logon or local administrator Installed UVNC - remotely connected to system and reinstalling IE8 from MS website (unable to remove IE8, re-install IE8 or install IE7 using Altiris on workstation - either as my EID or local admin) -- appears to be downloading / installing ok under local admin acct.	Desktop Support	Software	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>-- Installation appears successful, but still no option for Uninstall of IE8 in CP - A/R programs. Unable to uninstall IE8 or install IE7. Remaining options - brute force uninstall of IE8 or re-image system. BFU could create need to re-image system anyway, so not really an option.</p> <p>2:45 PM - went and talked to Travis and decided to hold off on BFU or re-image. He can use workstation in OCS conf rm, which I checked and has IE6 still installed, so can use viewer from there.</p> <p>Closing this ticket, since he has a work-around at this time. Can re-open or re-image his workstation if he decides it is necessary later.</p> <p>Steve</p> <p>Entered on 01/14/2010 at 19:13:31 PST (GMT-0800) by Travis Trisler:</p> <p>i need to change my internet explorer 8 back to internet explorer 7 so that i can use witness viewer. Witness viewer does not work with internet explorer 8</p>			
Ticket	1/14/2010	117641	Standard	Closed	Impact/360 Not Capturing Agent Activity	Application Development. Individual Users: E091774	E091780	<p>Entered on 01/20/2010 at 12:42:27 PST (GMT-0800) by E091774:</p> <p>There was apparently either a CMS or Network glitch and the events were not received by Impact 360. Must manually log out the agents and exception them as system error.</p> <p>Entered on 01/15/2010 at 09:34:46 PST (GMT-0800) by Tanisha Walker:</p> <p>self service tix not sure which dept it goes to...</p> <p>Entered on 01/14/2010 at 21:01:33 PST (GMT-0800) by Steven Gandy:</p> <p>This evening, 1/14, Impact/360 is giving false reads on its adherence tab. On some agents the actual activity is missing and on others the actual activity is incorrect. It is showing agents that clocked out for lunch still on the phone.</p> <p>It is showing an agent that is on the phone with a customer as being on break for 3 hours. The difficulties seem to have started around 3:30 pm.</p>	Application Development	Witness	Witness WFM
Ticket	1/15/2010	117645	Severe	Closed	User cannot pull calls from Witness QM	Application Development. Individual Users: E091774	Larone Thompson	<p>Entered on 01/20/2010 at 12:20:29 PST (GMT-0800) by E091774:</p> <p>Issue was resolved on the 15th. There was a hung service.</p> <p>Entered on 01/15/2010 at 07:34:45 PST (GMT-0800) by Larone Thompson:</p>	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								errors 1263 and 1144, 1208 Entered on 01/15/2010 at 07:33:44 PST (GMT-0800) by Larone Thompson: Users cannot pull calls from Witness QM. The whole call center is affected. User states that some people are getting errors and others are just getting hour glasses.			
Ticket	1/19/2010	117971	Standard	Closed	Unable to run any Reports in Witness QM	Application Development. Individual Users: E091774	E112834	Entered on 02/08/2010 at 15:31:45 PST (GMT-0800) by E091774: Services hung, required restart. Entered on 01/22/2010 at 07:25:22 PST (GMT-0800) by Octavio Gonzalez: Second Week unable to access any reports. Entered on 01/19/2010 at 09:11:36 PST (GMT-0800) by Octavio Gonzalez: I am getting a blank screen after i select a report to run.	Application Development	Witness	Witness QM
Ticket	1/19/2010	118036	Standard	Closed	Witness Access	Application Development. Individual Users: E091774	Rodvel Velasquez	Entered on 01/25/2010 at 16:32:22 PST (GMT-0800) by E091774: Request complete. Entered on 01/25/2010 at 16:06:10 PST (GMT-0800) by Rodvel Velasquez: User would like to know a status on this request. Entered on 01/19/2010 at 12:23:59 PST (GMT-0800) by Rodvel Velasquez: User called in and requested access to Witness so she can listen to calls.	Application Development	Witness	Witness QM
Ticket	1/19/2010	118039	Standard	Closed	IE Downrade	Kenton Young	Rodvel Velasquez	Entered on 01/20/2010 at 09:00:01 PST (GMT-0800) by Kenton Young: Downgraded workstation to IE 7. Entered on 01/19/2010 at 12:26:08 PST (GMT-0800) by Rodvel Velasquez: User called in and requested to have IE downgraded to the version compatible with Witness QM	Desktop Support	Software	Customer Care
Ticket	1/19/2010	118066	Standard	Closed	Agent recording audi only Lorenzo Marquez-Hernandez, Colorado Springs	Application Development. Individual Users: E091774	E091058	Entered on 01/20/2010 at 12:08:40 PST (GMT-0800) by E091774: Per Diane's entry the Agent was termed. Cancelling ticket	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 01/20/2010 at 07:58:45 PST (GMT-0800) by Diane Weissenfluh: Termed, please cancel Entered on 01/19/2010 at 13:56:38 PST (GMT-0800) by Diane Weissenfluh: Lorenzo Marquez-Hernandez, EID 137767, Avaya 79741, Denise Bordelon's team, not recording video in witness.			
Ticket	1/19/2010	118067	Request	Closed	Loan laptop needed 1/26 for travel	Steve Stiles	E091058	Entered on 02/19/2010 at 08:57:59 PST (GMT-0800) by Steve Stiles: Trip cancelled again - until April 2010 - turned in laptop and will check out again if needed. Attaching signout / turn-in documents for reference. /ss/ Entered on 01/27/2010 at 14:25:39 PST (GMT-0800) by Steve Stiles: Travel cancelled - waiting for info re-scheduled travel - wants to hang on to laptop - trip to be rescheduled (soon). /ss/ Entered on 01/26/2010 at 12:33:39 PST (GMT-0800) by Steve Stiles: ' Entered on 01/25/2010 at 14:16:33 PST (GMT-0800) by Steve Stiles: Issued laptop; set up Outlook, uninstalled IE8 (to IE7 for Avaya view to work). Sign-out forms (signed) attached. Pending ticket until she returns from trip to LA area. /ss/ Entered on 01/20/2010 at 14:30:39 PST (GMT-0800) by Steve Stiles: D620 laptop - ready to issue when completed form submitted. Entered on 01/19/2010 at 14:58:12 PST (GMT-0800) by Sandy Levine: Please also complete the Laptop loaner form. Its located on Channel you on the IT Home page. Entered on 01/19/2010 at 13:58:58 PST (GMT-0800) by Diane Weissenfluh: Need loaner laptop for travel to Ontario 1/26 to 2/1. Need witness, outlook, G drive	Desktop Support	Hardware	Laptop
Ticket	1/19/2010	118082	Standard	Closed	having problems with the	Telecom.	E090968	Entered on 01/22/2010 at 13:43:07 PST (GMT-0800) by Michael Allen2:	Telecom	Trouble	Phone

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
					phone	Individual Users: Michael Allen2		Previous ticket 117884 - could not recreate issue after TTI'ing the phone out and back into the switch.... Since it did not resolve the issue, phone was replaced. Tested again - no issue found. Closed ticket. Entered on 01/19/2010 at 14:59:53 PST (GMT-0800) by Beth Mann: My agent still is having the same issue (previous ticket # 117884) . Once she pushes the mute button, the customer can not hear her and she has to release the call. I have been witness to the customer not being able to hear her when she goes back to the customer in order to give them an update on several calls.			
Ticket	1/19/2010	118099	Standard	Closed	IE Downgrade Request	Jesse Gonzalez	Rodvel Velasquez	Entered on 01/20/2010 at 07:25:17 PST (GMT-0800) by Jesse Gonzalez: Downgraded Entered on 01/19/2010 at 16:08:03 PST (GMT-0800) by Rodvel Velasquez: User called in and requested to have IE downgraded from 8 to 7 so it could be compatible with Witness Viewer.	Desktop Support	Software	Customer Care
Ticket	1/20/2010	118224	Standard	Closed	Locked out of the Quality System	Fernando Valdivia	E091437	Entered on 01/20/2010 at 11:22:44 PST (GMT-0800) by Fernando Valdivia: Password resets must be called into the service desk. Entered on 01/20/2010 at 10:50:12 PST (GMT-0800) by Filiberto Castillo: I need my Quality password reset in my Witness System I'm getting the following message You have been locked out of the system. Please contact your System Administrator.	Desktop Support	Software	Customer Care
Ticket	1/20/2010	118354	Standard	Closed	SARf - Witness QA Supervisor access	Sandy Levine	Sandy Levine	Entered on 01/26/2010 at 11:09:21 PST (GMT-0800) by Sandy Levine: Access has been granted in Witness. Eliseo: Login ID is E142339 and first time password is "password"; Nicole: Login ID is E142340 and first time password is "password"	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 01/26/2010 at 09:33:19 PST (GMT-0800) by Sandy Levine: Pending account creation. Entered on 01/20/2010 at 17:41:36 PST (GMT-0800) by Sandy Levine: Received SARF signed by Jason Johnson grant the following Witness QA supervisor access: Eliseo Capellino E142339 Nicole Frantz E142340			
Ticket	1/21/2010	118443	Standard	Closed	Orion Volumes Disk Space Alert	E002234	Rodvel Velasquez	Entered on 01/22/2010 at 14:30:49 PST (GMT-0800) by E002234: see ticket info. Entered on 01/21/2010 at 10:45:47 PST (GMT-0800) by Rodvel Velasquez: Orion is showing the following Volume Disk Space Used LOSCSCCEREC D:\Label:Calls c8050d9b 98% LOSBOHSFILE01 D:\New Volume 98c95b3e 97% LOSCSCCFILO01 D:\ b8360b2c 96%	NetOps	Monitoring Alert	Systems
Ticket	1/21/2010	118507	Standard	Closed	Wltness / Avaya issue not recording him	E091774	E014732	Entered on 06/28/2010 at 13:58:29 PDT (GMT-0700) by E091774: Issue resolved. Closing ticket. Entered on 01/25/2010 at 19:55:09 PST (GMT-0800) by Sharon Fields: attached is copy of error message Entered on 01/25/2010 at 19:50:58 PST (GMT-0800) by Sharon Fields: attached is the error message i get when trying to listen to the call. I can leave it for 15 to 20mins and it never finds the call. Entered on 01/21/2010 at 14:13:16 PST (GMT-0800) by Sharon Fields:	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Customer at desk # 37297 is not being recorded by avaya/witness program used by Quality			
Ticket	1/21/2010	118596	Standard	Closed	CR_TDI/Dialer Enhancement for Witness Interface	E091774	E091774	<p>Entered on 02/26/2010 at 16:25:48 PST (GMT-0800) by E091774:</p> <p>Closing ticket.</p> <p>Entered on 02/26/2010 at 16:22:11 PST (GMT-0800) by E091774:</p> <p>Completed the requested changes to the CM Form</p> <p>Entered on 02/09/2010 at 12:23:32 PST (GMT-0800) by Denise Spicer:</p> <p>CAB status: Approved & scheduled pending updates</p> <p>This change was approved but before the Newsflash can go out updates are needed to the CM form. According to Geo the new change date is 2/13. I have updated the date in the ticket. Please make the following updates to the CM form and re-attach:</p> <ul style="list-style-type: none"> - correct implementation date - add server names to the "Systems or Networks" affected field <p>When the updated CM is attached please assign Service Desk for the Newsflash.</p> <p>Service Desk: When notification is complete please reassign to ticket submitter to close the ticket after the change is complete.</p> <p>Entered on 01/26/2010 at 12:25:55 PST (GMT-0800) by Denise Spicer:</p> <p>CAB status: Approved but not yet scheduled.</p> <p>Please update the CM form and this ticket with the implementation date. To update the implementation date click 'Edit Dependent Fields' under the Type field.</p> <p>Since the date is not yet known, the Ap Dev team will be responsible for the Newsflash communication.</p> <p>When the change is complete, please update the Ticket Description notes with outcome and close the ticket.</p> <p>Entered on 01/21/2010 at 17:05:32 PST (GMT-0800) by E091774:</p> <p>Dialer calls record in 2-3 hour segments with no reference to each contact in reporting. Enhancement allows contacts to be recorded call by call. Upgrade to latest software release that includes the new components required to facilitate this enhanced interface.</p> <p>Change request form attached.</p>	CR - IT USE ONLY	App Development CR	
Ticket	1/21/2010	118598	Standard	Closed	CR_Witness Backup, File	Application	E091774	Entered on 02/08/2010 at 15:40:52 PST (GMT-0800) by E091774:	CR - IT USE	App	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
					Recovery test	Development. Individual Users: E091774		<p>Discreet unobtrusive testing was performed by restoring the call segments back into the original folder on the recording server, playing them through the Viewer and immediately removing them after a successful test. The whole process took less than 5 minutes and there was no impact to the system or the end users.</p> <p>Entered on 01/26/2010 at 13:05:12 PST (GMT-0800) by Denise Spicer:</p> <p>CAB status: Not Approved Please make the updates noted below and reassign to CAB to review in the next meeting.</p> <ul style="list-style-type: none"> - coordinate the date with Mike Z and Barry; let Hollis Frederick know the date. - update the CR form and the Implementation date in this ticket and resubmit to the CAB for review. To update the implementation date, click on 'Edit Dependent Fields' under the Type field. <p>Entered on 01/21/2010 at 17:12:40 PST (GMT-0800) by E091774:</p> <p>To meet requirements of legal hold put into place 11/30/09. Restore call segments from the Veritas back up server onto the recorders they were archived from and play them through the web app.</p>	ONLY	Development CR	
Ticket	1/21/2010	118603	Standard	Closed	Witness Forecasting and Scheduling download	Ernesto Hernandez	E013719	<p>Entered on 01/25/2010 at 16:06:19 PST (GMT-0800) by Ernesto Hernandez:</p> <p>Leam took care of the request.</p> <p>Entered on 01/21/2010 at 17:55:21 PST (GMT-0800) by Elaine DeLeon:</p> <p>Need to have the Witness forecast and scheduling software uploaded on to desk at exten 32750</p>	Desktop Support	Software	Other
Ticket	1/22/2010	118631	Standard	Closed	User has trouble recording calls.	E091774	V130381	<p>Entered on 06/17/2010 at 14:47:04 PDT (GMT-0700) by E091774:</p> <p>Made an adjustment in the monitored station configuration and he is now appearing in QM.</p> <p>Closing Ticket. Lyzette Okay.</p> <p>Entered on 02/26/2010 at 16:47:08 PST (GMT-0800) by E091774:</p> <p>Left Voice mail message for Lizette to call me back.</p> <p>Entered on 02/09/2010 at 15:13:40 PST (GMT-0800) by Lyzette Villalvazo:</p>	Telecom	Trouble	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Submitted date 1/22/10 ** Follow up - problem has not been resolved today's date is 2/9/10. Entered on 01/22/2010 at 09:00:39 PST (GMT-0800) by V130381: User stated that she has a Mentor That has trouble with his Avaya System number: (Eric Kim EID:E14027 39849. Ext: 31799) Witness, Quality Monitoring could be an issue also. User explaied that Witness is not recording his calls. For the mean time user is using an alternative.			
Ticket	1/22/2010	118671	Standard	Closed	forecasting and scheduling	E091774	Tanisha Walker	Entered on 04/01/2010 at 17:35:39 PDT (GMT-0700) by E091774: Issue resolved in January. Ran DB clean up script to clear duplicate entries that trip the schedules from publishing. Closing old tickets. Entered on 01/22/2010 at 11:12:11 PST (GMT-0800) by Tanisha Walker: program will not allow user to publish schedules so agents can't see there schedules in impact 360 getting a error occured inside publishe d schedule for one of the following employees jasmin vengas	Application Development	Witness	Witness WFM
Ticket	1/22/2010	118713	Standard	Closed	Witness QM- Can't Login	E091774	V188870	Entered on 03/24/2010 at 12:55:30 PDT (GMT-0700) by E091774: Issue resolved long ago. No VM response. closing ticket. Entered on 01/22/2010 at 13:33:45 PST (GMT-0800) by V188870: User needs to reset password.	Application Development	Witness	Witness QM
Ticket	1/22/2010	118716	Project	Closed	Internet Explorer Downgrade Request	Jesse Gonzalez	E091724	Entered on 05/27/2010 at 07:04:03 PDT (GMT-0700) by Jesse Gonzalez: Closing for now Entered on 01/25/2010 at 15:43:06 PST (GMT-0800) by Jesse Gonzalez: Issues arose when launching IE7. Need to research issue. Entered on 01/22/2010 at 13:50:34 PST (GMT-0800) by John Fisher: I need to have Internet Explorer downgraded from IE 8 to IE 7. IE 8 is not compatible with Witness Viewer.	Desktop Support	Software	Customer Care
Ticket	1/22/2010	118719	Severe	Closed	Witness QM not capturing calls for certain days.	Application Development.	E127899	Entered on 01/25/2010 at 15:16:11 PST (GMT-0800) by E091774:	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
					Agents missing in Witness QA	Individual Users: E091774		Sup folders had reached set limits and stopped recording. Entered on 01/22/2010 at 13:52:54 PST (GMT-0800) by Amanda Thomason: Call recordings with screen capture are missing random days since 1/17. No calls for today with the exception of one supervisor. Agents missing from QM who were previously entered, Rafael Valenzuela, Katherine Smith, John Diaz.			
Ticket	1/25/2010	118885	Standard	Closed	witness not working.. Has EI 8	Ernesto Hernandez	Tanisha Walker	Entered on 01/28/2010 at 17:05:20 PST (GMT-0800) by Ernesto Hernandez: Done! Entered on 01/25/2010 at 11:06:41 PST (GMT-0800) by Tanisha Walker: needed h drive remapped... needs to downgraded..	Desktop Support	Hardware	Laptop
Ticket	1/25/2010	118979	Standard	Closed	Witness Viewer	Jesse Gonzalez	E091437	Entered on 01/27/2010 at 07:27:21 PST (GMT-0800) by Jesse Gonzalez: IE downgraded Entered on 01/25/2010 at 16:07:10 PST (GMT-0800) by V130381: Called user to assit with Viewer, and to get more information. Left a message on VM, including the Service Desk number. His number is direct line. Entered on 01/25/2010 at 15:59:23 PST (GMT-0800) by Filiberto Castillo: Unable to access View I just have a blank screen Thank You	Desktop Support	Software	Customer Care
Ticket	1/25/2010	118981	Standard	Closed	IE Downgrade	Kenton Young	Rodvel Velasquez	Entered on 01/26/2010 at 08:53:29 PST (GMT-0800) by Kenton Young: Downgraded to IE7 and set email to J Mansell requesting exclusion from Arris. Entered on 01/25/2010 at 16:03:04 PST (GMT-0800) by Rodvel Velasquez: User called in to have IE downgraded from 8 to 7 so it can be compatible with Witness Viewer	Desktop Support	Software	Sales
Ticket	1/26/2010	119180	Standard	Closed	In QA they are catching alot of audio but no video	Steve Stiles	E090629	Entered on 01/29/2010 at 08:58:42 PST (GMT-0800) by Steve Stiles:	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
					calls			<p>Workstation checks showed Witness installed correctly, w/ workstation name and phone extension matching and connected correctly.</p> <p>Check of Witness server showed Workspace using workstation loscscd77233 (should have been LOSCSCCCD77233).</p> <p>Modified workspace to point to correct workstation and deleted incorrect workstation loscscd77233.</p> <p>Future calls should now record Audio and Video. Please let us know (reopen this ticket) if problem recurs and so we can continue trouble-shooting but will have a record of steps already taken.</p> <p>Thanks</p> <p>Steve</p> <p>Steve Stiles Time Warner Cable West Region Desktop Support Colorado Springs, CO w) 719-867-4897</p> <p>> Contact the WEST Region Service Desk via phone: 888-607-HELP (4357) - or - just dial "38411" from any TWC AVAYA phone</p> <p>>> Open, edit or check on ticket status VIA INTRANET: http://selfservice</p> <p>>>> For Corporate IT Support, call the Corporate IT Support Desk (Corporate TSG) @ 888-411-5550</p> <p>or open a work order via email at corporate.support.desk@twcable.com</p> <p>*****</p> <p>****</p> <p>Please e-mail my supervisor Eric Sartin (eric.sartin@twcable.com) with any feedback.</p> <p>*****</p> <p>****</p> <p>Entered on 01/27/2010 at 07:04:15 PST (GMT-0800) by Steve Stiles:</p> <p>Checked system - Witness installed correctly, registry entries correct, workstation name and phone extension match up, not cross-connected. Checking server settings next.</p> <p>Entered on 01/26/2010 at 13:36:37 PST (GMT-0800) by Desiree Bethea:</p> <p>When QA is access my calls they are getting alot of no video/audio only calls. Phone ext# 79477 Port # 2320v</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
Ticket	1/26/2010	119185	Standard	Closed	SARF - Witness viewer	E091774	Sandy Levine	Entered on 02/24/2010 at 17:43:18 PST (GMT-0800) by E091774: Request complete. Corrected Shelia Sizemore to reflect EID E001727. Set up for all four viewers. Per Satenik and Stephanie's request. Entered on 01/26/2010 at 13:58:20 PST (GMT-0800) by Sandy Levine: Received SARFs signed by Satenik Abeshyan to grant the following Witness Viewer: Myra Rapides E089599 Mollie Murphy E002728 Octavio Jaramillo E089241 Shelia Sizemore E089241	Application Development	Witness	Witness QM
Ticket	1/26/2010	119209	Standard	Closed	unknow error running schedules in Impact 360	E091774	E090674	Entered on 01/26/2010 at 17:07:02 PST (GMT-0800) by E091774: Duplicates in data fields cause scheduler to error out. Ran DB script to clear the dups. Entered on 01/26/2010 at 15:15:02 PST (GMT-0800) by Betty Ocenosak: IM sent to Liam. REMs are getting an unknow error in Impact 360 when running schedules. Requested "repair script" that was received from Verint be run to fix typical cause for this error.	Application Development	Witness	Witness WFM
Ticket	1/26/2010	119212	Standard	Closed	SARF - Witness viewer	Application Development. Individual Users: E091774	Sandy Levine	Entered on 01/26/2010 at 17:09:27 PST (GMT-0800) by E091774: Request complete Entered on 01/26/2010 at 15:27:07 PST (GMT-0800) by Sandy Levine: Received SARF signed by Roger LaTorra to grant Belinda Marquez E092999 Witness Viewer access. dispatch supervisor	Application Development	Witness	
Ticket	1/26/2010	119216	Request	Closed	Please downgrade Erick Alvarado's internet explorer back to version 7- unable to use QM viewer	Jesse Gonzalez	E093007	Entered on 03/16/2010 at 14:17:07 PDT (GMT-0700) by Jesse Gonzalez: Downgraded Entered on 01/26/2010 at 15:34:30 PST (GMT-0800) by Stephanie Thompson-Noria: Please downgrade Erick Alvarado's internet explorer back to version 7- unable to use QM viewer- Normallly Jesse Gonzalez assists. Erick is working at the Hollywood office today.	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
Ticket	1/26/2010	119228	Standard	Closed	SARF - Witness Viewer	Application Development. Individual Users: E091774	Sandy Levine	Entered on 02/08/2010 at 16:48:50 PST (GMT-0800) by E091774: Request complete http://loshocccwview01/avaya Log in with twccorp\yourEID and your network password. Entered on 01/26/2010 at 15:57:11 PST (GMT-0800) by Sandy Levine: Received SARF signed by Orlando Hadnot to grant Monica Jimenez E092836 Witness viewer access. Mentor	Application Development	Witness	Witness QM
Ticket	1/26/2010	119229	Standard	Closed	SARF -Witness Viewer	E091774	Sandy Levine	Entered on 06/28/2010 at 10:37:11 PDT (GMT-0700) by E091774: Request complete, closing ticket. You will need to make certain Internet Explorer ver. 7 is running. IE ver 8 will not work properly. from your browser access: http://loscscgwview01/avaya Colorado Springs http://loshocccwview01/avaya Hollywood/Culver City http://losvnccwview01/avaya Van Nuys http://losonccwview/avaya Ontario/Garden Grove when prompted enter 'twccorp\yourEID' and your network password. Entered on 01/26/2010 at 16:01:28 PST (GMT-0800) by Sandy Levine: Received SARF signed by Scott Mounce to grant Jon Faivre E109427 Witness viewer access. To listen to calls related to a project for Ron Morin	Application Development	Witness	
Ticket	1/27/2010	119349	Request	Closed	needs programs loaded for training room pc	Jesse Gonzalez	Larone Thompson	Entered on 01/27/2010 at 15:18:24 PST (GMT-0800) by Jesse Gonzalez: PC setup Entered on 01/27/2010 at 10:48:56 PST (GMT-0800) by Larone Thompson:	Desktop Support	Software	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								User has already spoke to jesse. He needs programs loaded onto a training room pc. 10.88.33.63 witness and supervisor validation tool.			
Ticket	1/27/2010	119350	Standard	Closed	Need Internet explorer 7 loaded on computer	Michael Allen2	E091102	Entered on 01/28/2010 at 13:08:51 PST (GMT-0800) by Michael Allen2: Rolled Andrew back to IE7.... routine PC maint. and clean up... confirmed working, closed ticket. Entered on 01/27/2010 at 10:51:21 PST (GMT-0800) by Andrew Woodward: I need to have IE 7 loaded on my computer so i can have access to the witness viewer system. Port # 3255D Thank you	Desktop Support	Software	Customer Care
Ticket	1/27/2010	119395	Request	Closed	Change Internet Explorer to version 7.0 from 8.0	Ernesto Hernandez	E035422	Entered on 01/27/2010 at 14:21:39 PST (GMT-0800) by Ernesto Hernandez: Done! She needs it for Witness! Entered on 01/27/2010 at 13:03:43 PST (GMT-0800) by V188870: User created this ticket. Entered on 01/27/2010 at 12:51:58 PST (GMT-0800) by Claudia Alderete: Change Internet Explorer to version 7.0 from 8.0 Ernesto to complete	Desktop Support	Software	Other
Ticket	1/27/2010	119408	Standard	Closed	User stated that she needs to have Intertnet Explore 8 downgraded	Jesse Gonzalez	V130381	Entered on 02/11/2010 at 15:46:15 PST (GMT-0800) by Jesse Gonzalez: Downgraded to IE7 Entered on 02/09/2010 at 11:01:43 PST (GMT-0800) by Jesse Gonzalez: Spoke with her, shooting for Thursday. Entered on 01/28/2010 at 15:32:40 PST (GMT-0800) by Jesse Gonzalez: Waiting for availability Entered on 01/27/2010 at 13:46:29 PST (GMT-0800) by V130381: User stated that she needs to have Intertnet Explore 8 downgraded back to IE 7.0. User cannot get into Witness Viewer because of the upgrade. It will not retrieve the calls.	Desktop Support	Software	Customer Care
Ticket	1/27/2010	119449	Standard	Closed	Desktop issue affecting	Jimmy Lam-My	E127899	Entered on 01/28/2010 at 10:37:37 PST (GMT-0800) by Jimmy Lam-My:	Desktop	Software	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
					Witness QM			<p>Client called back and I explained that none of those PC's were moved, to my knowledge.</p> <p>Entered on 01/28/2010 at 09:44:14 PST (GMT-0800) by Jimmy Lam-My:</p> <p>Left VM. Advised client that IT has not moved any computers and that DNS wouldn't be an issue nor DHCP.</p> <p>Entered on 01/28/2010 at 07:35:54 PST (GMT-0800) by Tanisha Walker:</p> <p>self service tix</p> <p>Entered on 01/27/2010 at 16:04:16 PST (GMT-0800) by Amanda Thomason:</p> <p>Desk may have affected calls and screen capture features associated with Witness QM.</p> <p>This can be caused by one of two scenarios. 1.) the PC has been move from one extension to another. PCs must remain static to the extension it is associated with in Witness. 2.) the DNS is not updating the IP address if a PC gets reassigned a new IP at restart by DHCP.</p> <p>Agents affected: Susans Fernandez and Elizabeth Garcia, both in Orange Dispatch.</p>	Support		
Ticket	1/28/2010	119617	Standard	Closed	SARF - Witness Viewer for North-Van Nuys	Application Development. Individual Users: E091774	Sandy Levine	<p>Entered on 01/28/2010 at 15:25:43 PST (GMT-0800) by E091774:</p> <p>Request Complete</p> <p>Entered on 01/28/2010 at 14:19:09 PST (GMT-0800) by Sandy Levine:</p> <p>Received SARF signed by Aaron Watson to grant Jose Leyva E114834 Witness Viewer for North-Van Nuys.</p>	Application Development	Witness	Witness QM
Ticket	1/29/2010	119681	Standard	Closed	Need internet explorer changed from 8 to 7	Matt Bilyeu	E023724	<p>Entered on 02/01/2010 at 17:52:52 PST (GMT-0800) by Matt Bilyeu:</p> <p>uninstalled IE8 leaving IE7</p> <p>Entered on 01/29/2010 at 07:22:30 PST (GMT-0800) by Laura Seifert:</p> <p>I am not able to open my Witness call viewer links and we were told it is because we need our internet explorer to I.E.7 instead of I.E. 8, so I need my explorer changed to 7.</p>	Desktop Support	Software	Other
Ticket	1/29/2010	119699	Standard	Closed	Witness issue	E091774	E097289	Entered on 06/28/2010 at 12:33:15 PDT (GMT-0700) by E091774:	Application	Witness	Witness WFM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Issue resolved back in January. Ticket was not closed.</p> <p>Entered on 01/29/2010 at 08:37:53 PST (GMT-0800) by Dena Hockenbury:</p> <p>Witness is showing employees having customers "on hold" and in meeting, even though they have logged off--ie. Kyle Reilly -it shows that he's had a customer on hold since yesterday afternoon (over 15 hours) even though he is logged off of the phone--Main Avaya doesn't show the same info, so seems to be a "Witness" issue.</p> <p>Employees affected are--Kyle Reilly, Camillo Hernandez, Philip Pons, Andre Peeples, Amando Silva, William Hernandez, Vladimir Flores, David Figueroa, and Luis Ledezma</p>	Development		
Ticket	1/29/2010	119731	Standard	Closed	Impact 360 Login Issue	E091774	Rodvel Velasquez	<p>Entered on 06/28/2010 at 12:46:56 PDT (GMT-0700) by E091774:</p> <p>Temporary WFM outage that resolved itself within a few hours. Closing ticket.</p> <p>Entered on 01/29/2010 at 10:21:09 PST (GMT-0800) by Rodvel Velasquez:</p> <p>User called in and said tht he can no longer login to Impact 360. He was able to login yesterday but today he cannot.</p>	Application Development	Witness	Witness WFM
Ticket	1/29/2010	119807	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	<p>Entered on 03/19/2010 at 12:36:33 PDT (GMT-0700) by E091774:</p> <p>Request complete. Viewer access is configured for these users on</p> <p>Ontario http://losonccwview/avaya Hollywood http://loshoccwview01/avaya Nan Nuys http://losvnccwview01/avaya COSprgs http://loscsccwview01/avaya</p> <p>at login prompt enter "twccorp\<SID>" and your network password</p> <p>Entered on 03/18/2010 at 15:14:10 PDT (GMT-0700) by James Mansell:</p> <p>Please grant Viewer access to all LA Servers</p> <p>Entered on 01/29/2010 at 14:57:45 PST (GMT-0800) by Sandy Levine:</p> <p>Receievd SARF signed by Rudolfo Davila to grant the following Witness Viewer:</p> <p>Rudy Davila E084187 (signed by Patricia Fregoso-Cox)</p>	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								James Cran E091544 Pamela Yu V172777			
Ticket	1/30/2010	119857	Standard	Closed	Access to Witness	Service Desk: Fernando Valdivia	E091748	Entered on 02/01/2010 at 16:20:24 PST (GMT-0800) by Fernando Valdivia: Password reset request cannot be done online. Please call the service desk to have your password reset. Entered on 01/30/2010 at 14:29:19 PST (GMT-0800) by Thomas Hopfer: Use this link to reset your witness password http://losonccwfmapi02:7001/wfo/control/password_reset Entered on 01/30/2010 at 10:29:40 PST (GMT-0800) by Sandra Fontenot: I need access to EQuality Witness to review calls. This is now urgent. My password needs resetting. Thanks!	Desktop Support	Software	Customer Care
Ticket	1/30/2010	119864	Standard	Closed	Covello WITNESS issue 1302 error msg for calls on 1.29 & 1.30.10.	E091774	E023724	Entered on 02/02/2010 at 12:56:16 PST (GMT-0800) by E091774: Verified calls were recording on the cscm. Checked Viewer and no records from the cscm were being entered in Viewer. suspect hung com link. Server Room over heated the prior day due to AC failure. Rebooted Viewer server to clear the issue. Opened a ticket wit Verint but the issue resolved before they responded to the ticket. Closed the ticket Entered on 01/30/2010 at 12:40:45 PST (GMT-0800) by Laura Seifert: Earlier this morning started getting 1302 error msg in WITNESS for 1.29 & 1.30. Liam Galleran was notified and began working on it. Just wanted to make sure a ticket was put in on his behalf. Please contact him for further details.	Application Development	Witness	Witness QM
Ticket	2/1/2010	119969	Standard	Closed	SARF - Witness password reset capability for Ruben Navarro	Application Development. Individual Users: E091774	Sandy Levine	Entered on 02/08/2010 at 13:39:24 PST (GMT-0800) by E091774: Request complete Entered on 02/01/2010 at 11:00:52 PST (GMT-0800) by Sandy Levine: Received SARF signed by James Mansell grant password reset capability to Ruben Navarro E142728 for Witness.	Application Development	Witness	Witness QM
Ticket	2/1/2010	120047	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	Entered on 04/06/2010 at 15:40:16 PDT (GMT-0700) by E091774: This access was given in February but the ticket was not closed.	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 02/01/2010 at 14:28:09 PST (GMT-0800) by Sandy Levine: Received SARF signed by Roger LaTorra to grant Diego Velasco-Nunez E091018 Witness Viewer. Dispatch Supervisor-Van Nuys			
Ticket	2/2/2010	120204	Standard	Closed	SARF - Witness	Sandy Levine	Sandy Levine	Entered on 02/04/2010 at 13:51:24 PST (GMT-0800) by Sandy Levine: Completed by Claudia Alderete Entered on 02/03/2010 at 15:56:05 PST (GMT-0800) by Sandy Levine: Pending account creation. Entered on 02/02/2010 at 10:16:22 PST (GMT-0800) by Sandy Levine: Received SARF signed by Maria DeSantiago to grant Kyle Reilly E078144 access to Witness supervisor.	Application Development	Witness	
Ticket	2/2/2010	120242	Standard	Closed	Downgrade to IE 7, due to Witness Viewer is not compatible with IE 8 (even in compatibility mode)	Patricia Reese2	James Courteau	Entered on 02/02/2010 at 16:56:41 PST (GMT-0800) by Patricia Reese2: remoted into his pc and removed IE8 and installed IE7 Entered on 02/02/2010 at 12:06:56 PST (GMT-0800) by V188870: User created this ticket. Please email James the computer name that needs to be excluded from future updates to IE8. Entered on 02/02/2010 at 11:32:06 PST (GMT-0800) by James Courteau: Per Liam Galleran admin for Witness Viewer, this program will not work with IE 8. (Unable to retrieve calls and listen to them) Therefore I need to downgrade back to IE 7 to use this program. (http://losonccwview/avaya/)	Desktop Support	Software	TechOps/Dispatch

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Thanks, James			
Ticket	2/2/2010	120266	Standard	Closed	Install Java For Witness QM/Downgrade to IE7 for Call Viewer	Ernesto Hernandez	Leonard Paraiso	Entered on 02/03/2010 at 16:24:24 PST (GMT-0800) by Ernesto Hernandez: I made sure this unit was given to her with out IE8, but Altiris upgraded it. So for the who knows what time, downgraded her to IE7, and upgraded Java. Entered on 02/02/2010 at 13:00:27 PST (GMT-0800) by Leonard Paraiso: User said she received a new laptop and she needs a specific version of Java for Witness QM and also needs to be downgraded to IE7 for a Call Viewer app. User is requesting a call to see if this can be done this afternoon.	Desktop Support	Software	Customer Care
Ticket	2/2/2010	120274	Request	Closed	Agent not recording in Witness	E091774	E090166	Entered on 03/24/2010 at 13:25:45 PDT (GMT-0700) by E091774: Issue resolved. Rechecked settings and adjusted errors. Closing ticket. Entered on 02/02/2010 at 13:22:43 PST (GMT-0800) by Gustavo Duran Venzor: Agent Samuel Rodriguez - E141125 - ext # 75560 - PC Name LOSCSCCCD75560 is not being recorded in Witness. Same issue, station not configured to Witness.	Application Development	Witness	Witness QM
Ticket	2/3/2010	120514	Standard	Closed	Unable to pull reports in witness	Application Development. Individual Users: E091774	E091058	Entered on 02/08/2010 at 15:28:23 PST (GMT-0800) by E091774: Services were hung and required a restarting. Entered on 02/03/2010 at 14:45:07 PST (GMT-0800) by Diane Weissenfluh: No one is able to pull reports in witness in Colorado Springs	Application Development	Witness	Witness QM
Ticket	2/3/2010	120528	Standard	Closed	Witness Password Reset	E091774	V188870	Entered on 02/26/2010 at 16:34:37 PST (GMT-0800) by E091774: Password reset. closing ticket. Entered on 02/03/2010 at 15:53:29 PST (GMT-0800) by V188870: User needs a password reset. Identity verified.	Application Development	Witness	Witness QM
Ticket	2/4/2010	120559	Standard	Closed	URGENT!!!!!! Request downgrade from Internet Explorer 8 to 7	Kenton Young	E092087	Entered on 02/04/2010 at 09:25:51 PST (GMT-0800) by Kenton Young: Downgraded workstation to IE7.	Desktop Support	Software	Sales

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 02/04/2010 at 07:39:21 PST (GMT-0800) by Arnita Johnson: Request downgrade from Internet Explorer 8 to 7 (Unable to access Avaya Viewer Witness Application)			
Ticket	2/4/2010	120612	Standard	Closed	needed witness reset	Tanisha Walker	Tanisha Walker	Entered on 02/04/2010 at 09:43:54 PST (GMT-0800) by Tanisha Walker: reset to password	Service Desk	General Questions/Other	
Ticket	2/5/2010	120953	Severe	Closed	Orion Alert- LOSONCCWVIEW, D:\ 2cf31691; Disk Space is 90% Full	E091774	V188870	Entered on 02/05/2010 at 17:17:30 PST (GMT-0800) by E091774: Cleared the Retrieval Cache. Entered on 02/05/2010 at 14:55:19 PST (GMT-0800) by V188870: Orion shows low disk space. System Name: LOSONCCWVIEW Volume: D:\ 2cf31691 IP: 165.237.117.157	Application Development	Witness	Witness QM
Ticket	2/6/2010	121012	Standard	Closed	Witness unable to play back calls (error message ERR-1261)	Application Development. Individual Users: E091774	E131197	Entered on 02/08/2010 at 09:12:43 PST (GMT-0800) by E091774: Tested multiple calls over multiple days. No problem found. Could not replicate error. Entered on 02/06/2010 at 19:54:36 PST (GMT-0800) by Joe Santiago: Witness unable to play back calls: Unable to access web server libraries. Please contact your System Administrator. ERR-1261 (more details as attachment) Thank you!	Application Development	Witness	Witness QM
Ticket	2/7/2010	121016	Standard	Closed	Desk is not getting video for QA	Michael Allen2, E091774	E090801	Entered on 04/02/2010 at 09:27:36 PDT (GMT-0700) by Michael Allen2: All trouble shooting has been exhausted... Last ditch effort is to just try a new phone extension and new workstation name in AD> Old workstation name - loscsc(ccd77038, new workstation name loscsc(ccd77609... Liam added this workstation to Witness. Since currently no agent sits at this desk, Liam and I will monitor this change to see if it	Desktop Support	Hardware	Desktop

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>resolved the issue. If it did not, we will open up a new ticket with the new information as to not confuse things and continue to trouble shoot.</p> <p>Entered on 03/04/2010 at 11:38:26 PST (GMT-0800) by Michael Allen2:</p> <p>From: Galleran, Liam Sent: Thursday, March 04, 2010 12:35 PM To: Allen2, Michael Subject: RE: IT Ticket 121016 - Misty Anderson</p> <p>I have opened a ticket with Verint for vendor assistance on this. I am at my knowledge limit. We are having similar issues in Anaheim on a few stations. Verint will have more knowledge on where to look in the logs to find what is causing this.</p> <p>Liam Galleran</p> <p>Entered on 03/04/2010 at 09:14:49 PST (GMT-0800) by Michael Allen2:</p> <p>Agent is still not getting video captured on Witness calls.</p> <p>Emailing Liam.</p> <p>Entered on 02/26/2010 at 15:39:39 PST (GMT-0800) by Michael Allen2:</p> <p>Patch cable replaced - no apparent damage or issues with the old one.... Confirmed that when an agent tries to end the CaptureService.exe through task manager access is denied.</p> <p>Will follow up on Monday 3/1</p> <p>Entered on 02/26/2010 at 14:32:50 PST (GMT-0800) by E091774:</p> <p>Worked with Mike Allen to further investigate and find all configuration appears to be correct. Recommended swapping network patch cable and also determining if there is any way for an agent to turn off a service in task manager. Another agent has logged onto this system and is recording screen perfectly.</p> <p>Entered on 02/22/2010 at 13:22:05 PST (GMT-0800) by Michael Allen2:</p> <p>Andy Johnston took a look and noticed that the PC hostname was in all cap's - changed but didn't make any difference.</p> <p>Assigning ticket to Liam requesting he take a look.... The PC and Witness entry's are checking out fine.</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Liam, Can you take a look and see if you can find anything wrong?</p> <p>Misty Anderson Avaya logon &ndash; 78482 EID &ndash; E136362 Jack &ndash; 2210 Phone Ext - 77038 PC Name - loscscccc77038</p> <p>Entered on 02/16/2010 at 10:25:02 PST (GMT-0800) by Michael Allen2: Double checked PC and everything is still good... Reached out to Andy Johnston for additional assistance.</p> <p>Entered on 02/12/2010 at 14:38:03 PST (GMT-0800) by Michael Allen2: still not recording video on agent.... Verified phone ext and pc name match... reimaged PC, will confirm working before closing ticket.</p> <p>Entered on 02/09/2010 at 09:20:02 PST (GMT-0800) by Michael Allen2: Checked the registry and Witness program and could not find any issues... Uninstalled / reinstalled Witness, will monitor to see if it fixes the issue.</p> <p>Entered on 02/07/2010 at 21:52:04 PST (GMT-0800) by Kelly Robinson: PC Name: LOSCSCCCCD LOGON SERVER: CSPCORPDC11 Under desk info: 2210V 2210D Extension is --77038</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Desk is not recording video for QA. It has to be the desk because i previously moved an agent from that spot and when they were sitting there they did not get video either.			
Ticket	2/8/2010	121036	Project	Closed	Resolve Log issue for SELM PCI compliance for Witness Linux boxes	Richard Kuhn	Chris Somsak	<p>Entered on 03/22/2010 at 08:00:53 PDT (GMT-0700) by Richard Kuhn:</p> <p>The SELMS Client has been installed on all the servers</p> <p>Entered on 02/19/2010 at 07:54:30 PST (GMT-0800) by Richard Kuhn:</p> <p>I received instructions but they do not provide a proper username and password to download the software.</p> <p>I have communicated this to all vested parties.</p> <p>Awaiting further instructions.</p> <p>Entered on 02/08/2010 at 08:22:01 PST (GMT-0800) by Christopher Somsak:</p> <p>Richard, I've been asked to create this ticket and assign to you. Please contact the Corporate Security group and work with them to resolve the issue. I would recommend David Thielen</p> <p>Entered on 02/08/2010 at 08:20:40 PST (GMT-0800) by Christopher Somsak:</p> <p>Assets that require attention</p> <p>Ticket ID</p> <p>Device</p> <p>Application</p>	NetOps	Server/Systems	Other

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Site Name Newest Log 71200424 loscsccqalnx02 System Activity, System Info, Universal Log Agent Los Angeles 02/06/10 09:18 GMT 71200422 losvncccscm01 System Activity, System Info, Universal Log Agent Los Angeles 02/06/10 09:01 GMT 71200405			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								losonccscm02 System Activity, System Info, Universal Log Agent Los Angeles 02/06/10 08:59 GMT 01324606 losonccscm01 System Activity, System Info, Universal Log Agent Los Angeles 02/06/10 08:59 GMT 01324605 loshocccscm01 System Activity, System Info, Universal Log Agent Los Angeles 02/06/10 08:59 GMT			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
Ticket	2/8/2010	121183	Standard	Closed	SARF - Witness Viewer	Application Development. Individual Users: E091774	Sandy Levine	Entered on 02/08/2010 at 16:14:41 PST (GMT-0800) by E091774: Request complete. http://losonccwview/avaya http://loshoccwview01/avaya http://losvnccwview01/avaya Log in using twccorp\yourEID then your network password. Entered on 02/08/2010 at 14:37:44 PST (GMT-0800) by Sandy Levine: Received SARF signed by Marilyn Haynes to for Witness view for Daniel Martinez E089383. Needs access to Culver City, Covello and GG.	Application Development	Witness	Witness QM
Ticket	2/9/2010	121295	Severe	Closed	Witness not recording	E091774	E091573	Entered on 03/02/2010 at 17:21:08 PST (GMT-0800) by E091774: Confirmed voice and screen recording at this station for this agent. Closing ticket. Entered on 03/01/2010 at 16:38:06 PST (GMT-0800) by E091774: The station this agent was sitting a was not configured in Witness. Added station 31255. Will wait for agent to return and log back in to determine if the new configuration resolves this issue. Entered on 02/09/2010 at 08:50:24 PST (GMT-0800) by Esperanza Davalos: No calls are being recorded in witness system for Kelly Garver (mentor). Avaya #39286 Supervisor: Elizardo Campos	Application Development	Witness	Witness QM
Ticket	2/9/2010	121492	Standard	Closed	witness issue	Tanisha Walker	Tanisha Walker	Entered on 02/09/2010 at 15:24:57 PST (GMT-0800) by Tanisha Walker:	Service Desk	General Questions/O	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								10.88.52.109 enabled witness for user..		ther	
Ticket	2/9/2010	121580	Standard	Closed	Witness QM Password Reset	E091774	Rodvel Velasquez	Entered on 02/09/2010 at 17:46:43 PST (GMT-0800) by E091774: Reset Login permission Entered on 02/09/2010 at 17:36:46 PST (GMT-0800) by Rodvel Velasquez: User called in and requested to have her password reset for Witness QM	Application Development	Witness	Witness QM
Ticket	2/10/2010	121589	Severe	Closed	not access to impact 360	Application Development. Individual Users: E091774	Tanisha Walker	Entered on 02/16/2010 at 15:32:36 PST (GMT-0800) by E091774: This issue was related to the power outage in Ontario. System is back in full production. Closing ticket. Entered on 02/10/2010 at 07:13:08 PST (GMT-0800) by Tanisha Walker: getting a message that can't authentication error name or password in correct..	Application Development	Witness	Witness WFM
Ticket	2/10/2010	121595	Severe	Closed	Impact 360 will not log users in.	E091774	Michael Allen2	Entered on 02/26/2010 at 16:13:39 PST (GMT-0800) by E091774: Related to the Ontario Power outage. Resolved. Entered on 02/10/2010 at 07:51:30 PST (GMT-0800) by Michael Allen2: Deleted the IE and Java cache files - nothing. All users around this agent are having the same issue. Assigning ticket to Liam to investigate. Entered on 02/10/2010 at 07:45:56 PST (GMT-0800) by Michael Allen2: User is getting an application error when trying to sign into Impact 360 (http://losonccwfm03:7001/wfo/control/signin), she does see the login window, but error is created when it tries to authenticate. Name: losonccwfm03.los.twcable.comAddress: 165.237.117.179 Error states that it created a log on the PC... PC IP - 10.88.4.82	Application Development	Witness	Witness WFM
Ticket	2/10/2010	121612	Standard	Closed	Impact 360 not working	E091774	E100117	Entered on 02/26/2010 at 16:08:15 PST (GMT-0800) by E091774: Related to the power outage. Resolved when service was restored following power outage. Spoke with Jaclyn and she confirmed to close ticket.	Application Development	Witness	Witness WFM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 02/10/2010 at 08:31:47 PST (GMT-0800) by Jaclyn Hijar: error when i try to log in ""Please contact the administrator or technical support specialist to analyze the problem. Full detail of the error can be found in the log. Error is: class java.rmi.RemoteException""			
Ticket	2/10/2010	121620	Standard	Closed	Viewer not loading any contact	Application Development. Individual Users: E091774	E112834	Entered on 02/16/2010 at 11:00:47 PST (GMT-0800) by E091774: Issue caused by a power outage. UPS battery backup failed. Reset system services and all is back in working order. Entered on 02/10/2010 at 08:44:18 PST (GMT-0800) by Octavio Gonzalez: Avaya Viewer is not loading any calls for playback. Getting a message " No replayable content found for this item, there may be a problem retrieving the content. Please see your system administrator."	Application Development	Witness	Witness QM
Ticket	2/10/2010	121623	Severe	Closed	Witness QM	Application Development. Individual Users: E091774	E112834	Entered on 02/16/2010 at 10:57:01 PST (GMT-0800) by E091774: Issue was caused by a power outage. UPS systems failed. Reset all services and issue resolved. Entered on 02/10/2010 at 08:48:47 PST (GMT-0800) by Octavio Gonzalez: Getting Error 1144 on all calls.	Application Development	Witness	Witness QM
Ticket	2/10/2010	121642	Standard	Closed	unable to log onto impact my password has always been "password". stating "application error. error is :class java.rmi.RemoteException .	E091774	E117074	Entered on 02/24/2010 at 14:23:51 PST (GMT-0800) by E091774: Issue resolved. Java error. Entered on 02/10/2010 at 09:18:31 PST (GMT-0800) by Susana Fernandez: unable to log onto impact my password has always been "password". stating "application error. error is :class java.rmi.RemoteException.	Application Development	Witness	Witness WFM
Ticket	2/10/2010	121681	Project	Closed	Witness- Not Recording	Richard Kuhn	V188870	Entered on 09/29/2010 at 20:31:23 PDT (GMT-0700) by Richard Kuhn: This ticket is extremely old and it looks like telecom decided not to troubleshoot any further. If this is still an ongoing issue please open a new ticket with details of the issue	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Entered on 09/28/2010 at 11:54:53 PDT (GMT-0700) by Anthony Podue:</p> <p>Reassigned to AppDev per Geovanni Herrera</p> <p>Entered on 09/08/2010 at 08:52:46 PDT (GMT-0700) by Anthony Podue:</p> <p>urrently, Geovanni has not requested I troubleshoot further.</p> <p>Entered on 08/12/2010 at 10:21:26 PDT (GMT-0700) by Anthony Podue:</p> <p>Awaiting status from end users.</p> <p>Entered on 08/11/2010 at 14:39:42 PDT (GMT-0700) by Anthony Podue:</p> <p>Awaiting changes in the NetOps layer 2 & layer 3 equipment to honor the diffServ values transmitted by the Telecom equipment.</p> <p>Entered on 07/08/2010 at 15:27:23 PDT (GMT-0700) by E091774:</p> <p>Not a clock sync issue. Investigation with Tony Podue determined that there is a delay caused by discrepancies in the priority settings between the voice and data channels. These need to be given priority and standardized at the same priority level across the region.</p> <p>Entered on 07/06/2010 at 16:44:52 PDT (GMT-0700) by E091774:</p> <p>Test did not produce the expected results. Will consult with Telecom to make certain the phone switch is synchronized with the network clocks.</p> <p>Entered on 07/06/2010 at 15:26:05 PDT (GMT-0700) by E091774:</p> <p>Testing adjustment.</p> <p>Entered on 07/06/2010 at 15:22:05 PDT (GMT-0700) by E091774:</p> <p>Made an adjustment to the event based rule. Will check back to see if this fixed the recording delay on some calls.</p> <p>Entered on 04/02/2010 at 08:29:10 PDT (GMT-0700) by Rodvel Velasquez:</p> <p>User called in and said that this issue has not been resolved and it is still an ongoing issue.</p> <p>User gave these examples Yesenia Villa received a call on 4/1 3:48:33pm l# 802196020579245 - 8 minutes</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Yesenia Villa received a call on 4/1 5:39:10pm I# 802196020582415 - 5 minutes 27 seconds Entered on 04/01/2010 at 17:38:30 PDT (GMT-0700) by E091774: No response. Closing ticket. Please open a new ticket or reopen this ticket if problem recurs. Entered on 03/30/2010 at 15:19:56 PDT (GMT-0700) by E091774: Left message for Lyzette. System updates have been performed as well as reboots. need to confirm if issue is still happening. Entered on 03/01/2010 at 16:01:04 PST (GMT-0800) by E091774: Spoke with Lyzette. Not all calls and not all collections. Other call types affected. Clocks are in sync. exploring other causes. Entered on 02/10/2010 at 10:16:34 PST (GMT-0800) by V188870: For the first 15-20 seconds, all calls are not being recorded for the collections team in Hollywood.			
Ticket	2/10/2010	121726	Standard	Closed	unable to monitor live calls	Telecom: Nicole Kitzman	E090993	Entered on 02/12/2010 at 09:46:03 PST (GMT-0800) by Nicole Kitzman: Kathy – Service observe is set up on your telephone, it is button number 4. Let me know if you have any questions. Entered on 02/10/2010 at 12:05:16 PST (GMT-0800) by Katherine Trujillo: I need to have the live witness fuctionality added to my phone ext. 74455 to mirror Rusty Bregard who's ext is 74784.	Telecom	User Access Request - Telecom	
Ticket	2/10/2010	121736	Standard	Closed	Witness QM Password Reset	E091774	Rodvel Velasquez	Entered on 02/16/2010 at 10:52:27 PST (GMT-0800) by E091774: Request complete Entered on 02/10/2010 at 12:58:15 PST (GMT-0800) by Rodvel Velasquez: User called in and requested requested to have her Witness QM password reset.	Application Development	Witness	Witness QM
Ticket	2/11/2010	121943	Standard	Closed	SARF - Witness QA supervisor	Sandy Levine	Sandy Levine	Entered on 02/17/2010 at 11:54:29 PST (GMT-0800) by Sandy Levine: Granted by Diane W.	Service Desk	User Access Request	Witness

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 02/16/2010 at 12:28:21 PST (GMT-0800) by Sandy Levine: Pending account creation. Entered on 02/11/2010 at 11:21:46 PST (GMT-0800) by Sandy Levine: Received SARF signed by Keron Singh to grant Jacqueline Jackson E103492 Witness QA supervisor access. Interim Supervisor			
Ticket	2/11/2010	122008	Standard	Closed	SARF - Witness QA Supervisor	Sandy Levine	Sandy Levine	Entered on 02/24/2010 at 14:46:21 PST (GMT-0800) by Sandy Levine: Per Claudia Alderete access has been granted. Entered on 02/16/2010 at 12:42:38 PST (GMT-0800) by Sandy Levine: Pending account creation. Entered on 02/11/2010 at 14:59:07 PST (GMT-0800) by Sandy Levine: Received SARF signed by Maria DeSantiago to grant Angelina Reyna E102048 Witness QA Supervisor access.	Service Desk	User Access Request	Witness
Ticket	2/12/2010	122037	Standard	Closed	Impact 360 error when running schedules	E091774	E090674	Entered on 02/12/2010 at 09:17:34 PST (GMT-0800) by E091774: Ran script. Notified Betty. Request complete. Entered on 02/12/2010 at 06:00:31 PST (GMT-0800) by Betty Ocenosak: Sending email to Liam...need to run the script to fix a known glitch in Impact 360...when running schedules getting an "unknown error"	Application Development	Witness	Witness WFM
Ticket	2/12/2010	122093	Standard	Closed	Need internet explorer changed from 8 to 7 again. For some reason my explorer looks like it is back to version 8 again.	Ernesto Hernandez	E023724	Entered on 02/12/2010 at 11:11:22 PST (GMT-0800) by Ernesto Hernandez: Done! her system is LOSCHHQCCDSEIFE. Entered on 02/12/2010 at 09:46:36 PST (GMT-0800) by V188870: User created this ticket. Entered on 02/12/2010 at 09:40:35 PST (GMT-0800) by Laura Seifert:	Desktop Support	Software	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								I am not able to use my WITNESS call viewers due to my I.E. being back on version 8 again. Not sure how this happened, but I need it changed back to explorer 7. Thanks :)			
Ticket	2/12/2010	122148	Standard	Closed	SARF - Witness Viewer	Application Development. Individual Users: E091774	Sandy Levine	Entered on 02/16/2010 at 10:44:37 PST (GMT-0800) by E091774: Request Complete Entered on 02/12/2010 at 12:20:04 PST (GMT-0800) by Sandy Levine: Received SARF signed by Jana McEachin to grant Terry Williams E091085 Witness viewer for Colorado springs. outbound supervisor	Application Development	Witness	Witness QM
Ticket	2/12/2010	122186	Standard	Closed	PC name needs to be changed	Jimmy Lam-My	E127899	Entered on 02/16/2010 at 08:27:34 PST (GMT-0800) by Jimmy Lam-My: Telcom ticket is 121408. Entered on 02/12/2010 at 16:33:53 PST (GMT-0800) by Jimmy Lam-My: Telcom ticket is 121408. Entered on 02/12/2010 at 16:31:27 PST (GMT-0800) by Jimmy Lam-My: Computer name cannot be changed remotely. Also, this computer name cannot be changed to 34253 as there is another computer with this name. The phone unit for this workstation is currently not working due to a bad phone connection so I am unable to verify if the extension on the actual unit matches the PC name. Waiting for Telcom to fix issue before I can proceed. Entered on 02/12/2010 at 15:58:24 PST (GMT-0800) by Ruben Navarro: PC name does not match phone extension Entered on 02/12/2010 at 15:02:55 PST (GMT-0800) by Amanda Thomason: PC name LOSORPCID34255 needs to be changed to LOSORPCID34253 to reflect agent's extension in order for Witness QM to capture calls.	Desktop Support	Hardware	Desktop
Ticket	2/16/2010	122481	Standard	Closed	UNABLE TO ACCESS TO view and access the Avaya Platform Recordings.	Application Development. Individual Users:	E122961	Entered on 02/24/2010 at 18:13:19 PST (GMT-0800) by E091774: Agent Is logged in. Closing ticket	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
						E091774		Entered on 02/16/2010 at 15:47:54 PST (GMT-0800) by E122961: http://loshoccwview01/avaya/ this is what I get. Unable to log you in, please contact your system administrator. Create Object EyrInfAdaptiveUI.Markup failed in Portal.ASP.			
Ticket	2/16/2010	122488	Standard	Closed	SARF - Witness Viewer	Application Development. Individual Users: E091774	Sandy Levine	Entered on 03/02/2010 at 16:21:00 PST (GMT-0800) by E091774: You may log in to http://losonccwview/avaya User: "twccorp\<EID>" Password: <network password> Closing Ticket. Entered on 02/26/2010 at 16:02:37 PST (GMT-0800) by E091774: Request complete. Entered on 02/16/2010 at 16:00:38 PST (GMT-0800) by Sandy Levine: Received SARF signed by Debbie Schoemann for Witness Viewer for Christopher Chung E052002. DNOC Supervisor	Application Development	Witness	Witness QM
Ticket	2/17/2010	122557	Severe	Closed	Calls not recording in Witness for Jesus Torres	Application Development. Service Desk. Individual Users: E091774	E091801	Entered on 02/25/2010 at 14:53:01 PST (GMT-0800) by E091774: Checked for recordings and there are plenty. Played recordings as test with positive results. No issue found. Closing ticket. Entered on 02/17/2010 at 08:51:18 PST (GMT-0800) by Lili Garcia: Calls are not recording in Witness for Jesus Torres . His Avaya number is 39927 at extension 31036. Thank you.	Desktop Support	Software	Customer Care
Ticket	2/17/2010	122719	Standard	Closed	SARF - Witness Viewer	Application Development. Individual Users: E091774	Sandy Levine	Entered on 03/01/2010 at 15:47:51 PST (GMT-0800) by E091774: Request complete. Login using "twccorp\<EID>" and your network password. Entered on 02/17/2010 at 14:58:21 PST (GMT-0800) by Sandy Levine:	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Received SARF signed by Maria De Santiago to grant Yarenn Palacios E079889 Witness viewer for Van Nuys.			
Ticket	2/17/2010	122764	Standard	Closed	Unable to retrieve and listen to calls in Witness Viewer	Application Development. Individual Users: E091774	James Courteau	Entered on 02/26/2010 at 16:41:37 PST (GMT-0800) by E091774: Issue resolved. IE 8 reinstalled itself again. Removed IE 8. Entered on 02/17/2010 at 18:06:35 PST (GMT-0800) by James Courteau: Keep getting stuck on retrieving call (no errors) for the following link: http://losonccwview/avaya/ Originally it was thought to be an issue with IE 8, so they downgraded me to IE 6 and it worked once after that. I had my boss Debbie Schoeman try in IE 8 and she was able to retrieve and listen to calls with no problems on her PC. Thanks for looking into this issue. Alt contact TN = 909-721-8598 cell	Application Development	Witness	Witness QM
Ticket	2/18/2010	122776	Standard	Closed	Unable to access Avaya Viewer " http://loshocccwview01/avaya/ ". Needs to have an account created for him.	Service Desk: Sandy Levine. Individual Users: E091774	E092290	Entered on 02/26/2010 at 14:57:57 PST (GMT-0800) by Sandy Levine: Please complete a SARF and a new ticket will be opened at that time. Entered on 02/26/2010 at 12:07:08 PST (GMT-0800) by E091774: Requires a completed SARF signed by Orlando Hadnot for this access. Entered on 02/18/2010 at 16:19:56 PST (GMT-0800) by Kenton Young: Alfred needs to have an account created so that he can start using the Avaya viewer. Entered on 02/18/2010 at 15:28:59 PST (GMT-0800) by Rod Rodriguez: Kenton, please take a look at this. Thanks. Entered on 02/18/2010 at 07:51:58 PST (GMT-0800) by Alfredo Martinez: Error message states: Unable to log you in, please contact your system administrator. Create Object EyrInfAdaptiveUI.Markup failed in Portal.ASP.	Application Development	Witness	Witness QM
Ticket	2/18/2010	122936	Standard	Closed	Witness Issues	Matt Bilyeu, Ernesto Hernandez,	E142728	Entered on 02/26/2010 at 14:29:47 PST (GMT-0800) by Matt Bilyeu: disabled the Intel video card and then it worked ok.	Desktop Support	Hardware	Desktop

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
						E091774		Entered on 02/25/2010 at 15:57:33 PST (GMT-0800) by E091774: On desk # 33151 the Radeon dual monitors are set up so that the monitors displaying are 1 and 4 where Witness is looking for 1 and 2. Please correct the monitor setup. Transferring ticket to Desktop support. Entered on 02/18/2010 at 15:00:54 PST (GMT-0800) by Ruben Navarro: User is having difficulty using witness. There are a couple of windows that do not show up on his right screen.			
Ticket	2/19/2010	123100	Standard	Closed	Witness Cite Not working	Jesse Gonzalez	E092213	Entered on 02/19/2010 at 15:46:50 PST (GMT-0800) by Jesse Gonzalez: Installed plugin, ok now. Entered on 02/19/2010 at 12:14:15 PST (GMT-0800) by Denise Lopez: http://loshoccerec01:8285/qm/ rec'd error message If you continue to have problems, contact your System Administrator	Desktop Support	Software	Business Operations
Ticket	2/19/2010	123147	Standard	Closed	SARF - Witness COS VIEWER	Application Development. Individual Users: E091774	Sandy Levine	Entered on 02/25/2010 at 13:08:09 PST (GMT-0800) by E091774: Request complete. Entered on 02/19/2010 at 16:15:11 PST (GMT-0800) by Sandy Levine: Received SARF signed by Alberto Algernon to grant the following Witness VIEWER COS: Robert LeMay E107707 David Edelson E090169 Banjamin Martin E090549	Application Development	Witness	Witness QM
Ticket	2/19/2010	123174	Standard	Closed	Witness- Can't Hear Calls	Jesse Gonzalez	V188870	Entered on 02/24/2010 at 05:53:26 PST (GMT-0800) by Jesse Gonzalez: Downgraded Entered on 02/19/2010 at 16:54:54 PST (GMT-0800) by V188870: User is running IE8 and needs to be downgraded to IE7.	Desktop Support	Software	Other
Ticket	2/22/2010	123301	Standard	Closed	SARF - Witness Viewer	Application Development.	Sandy Levine	Entered on 03/01/2010 at 15:46:32 PST (GMT-0800) by E091774:	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
						Individual Users: E091774		Request complete. Login using "twccorp\<EID>" and your network password. Entered on 02/22/2010 at 10:28:46 PST (GMT-0800) by Sandy Levine: Received SARF signed by Maria DeSantiago to grant Kyle Reilly E078144 access to Witness Viewer. Intermin Sales supervisor			
Ticket	2/22/2010	123368	Standard	Closed	DNS issues in Colo Spgs	E129670	Michael Allen2	Entered on 02/26/2010 at 15:38:32 PST (GMT-0800) by Sajid Mukadam: Mike and I were able to troubleshoot one of the machines and make corrections to it. Seems to be working now. There are other issues related to an overall DNS cleanup which are being addressed separately. Entered on 02/22/2010 at 13:46:27 PST (GMT-0800) by Michael Allen2: Below is just one example of the ongoing DNS issue that we are seeing in Colo Spgs. The biggest issue this causes for the Colo Spgs CC is for Witness recordings. Ethernet adapter Local Area Connection: Connection-specific DNS Suffix . : los.twcable.com IP Address.: 10.88.4.121 Subnet Mask: 255.255.255.0 Default Gateway: 10.88.4.1 C:\Documents and Settings\cosagent>nslookup 10.88.4.121Server: onccorpdc11.corp.twcable.comAddress: 10.88.48.40 Name: loscscccd77299.corp.twcable.comAddress: 10.88.4.121 C:\Documents and Settings\cosagent>nslookup loscscccd77012Server: onccorpdc11.corp.twcable.comAddress: 10.88.48.40 Name: loscscccd77012.los.twcable.comAddress: 10.88.4.121 C:\Documents and Settings\cosagent>ipconfig /flushdns Windows IP Configuration Successfully flushed the DNS Resolver Cache. C:\Documents and Settings\cosagent>nslookup 10.88.4.121Server: onccorpdc11.corp.twcable.comAddress: 10.88.48.40 Name: loscscccd77299.corp.twcable.comAddress: 10.88.4.121 C:\Documents and Settings\cosagent>nslookup loscscccd77012Server: onccorpdc11.corp.twcable.comAddress: 10.88.48.40 Name: loscscccd77012.los.twcable.comAddress: 10.88.4.121	NetOps	Server/Systems	Other
Ticket	2/23/2010	123504	Standard	Closed	Witness QM not showing.	Fernando Valdivia	Fernando Valdivia	Entered on 02/23/2010 at 09:28:18 PST (GMT-0800) by Fernando Valdivia: Error stating that: Uninstalled Java 16.xx and installed Java 15.14	Desktop Support	Software	
Ticket	2/24/2010	123886	Standard	Closed	Wtness QM not captuing calls and screens	Application Development.	E127899	Entered on 02/24/2010 at 15:00:18 PST (GMT-0800) by E091774:	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
						Individual Users: E091774		<p>Screen cap corrected with registry updates. Non call capture for Chantrel, Station was not created in system. Non Call capture for Adrian, System had wrong login ID assigned.</p> <p>All issues corrected. Closing ticket per Amanda's approval.</p> <p>Entered on 02/24/2010 at 14:41:15 PST (GMT-0800) by Amanda Thomason:</p> <p>The follwong are entered into Witness Qm but not capturing calls or screens:</p> <p>Chantrel Collins (Ontario)</p> <p>Login ID 52262</p> <p>Ext. 53076</p> <p>PC Name LOSONPCDLD53076</p> <p>Adrian Bowen (Ontario)</p> <p>Login ID 54206</p> <p>EXT. 53070</p> <p>PC Name LOSONPCDID53070</p> <p>The following are not capturing both screens:</p> <p>Susana Fernandez (Orange)</p> <p>Login ID 88206</p> <p>EXT. 34251</p> <p>PC Name LOSORPCDID34251</p> <p>Cathy Walker (Orange)</p> <p>Login ID 88930</p> <p>EXT. 34253</p> <p>PC Name LOSORPCDID34255</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
Ticket	2/24/2010	123918	Standard	Closed	ECR-Final Test TDI/Witness Integration	Application Development. Individual Users: E091774	E091774	Entered on 03/02/2010 at 15:50:45 PST (GMT-0800) by E091774: Added the requested server names and replaced the attachment. Closing ticket. Entered on 03/02/2010 at 13:21:23 PST (GMT-0800) by Denise Spicer: CAB status: Emergency CR Approved Per CAB meeting, the change was completed successfully and the ticket can be closed. First please update the CR form to indicate the server name in the 'System or Network Affected' field. Entered on 02/24/2010 at 16:09:01 PST (GMT-0800) by E091774: Emergency Change Request for final test to be performed prior to production implementation.	CR - IT USE ONLY	App Development CR	
Ticket	2/25/2010	124154	Standard	Closed	Linda Evans having trouble with the volume when listenings to calls. I can not use my head set because it is too low and no where to increase the volume as far as I can tell.	Doug Miller	E090193	Entered on 03/12/2010 at 13:42:19 PST (GMT-0800) by Doug Miller: checked sound and everything working fine. closing tkt Entered on 02/25/2010 at 15:54:07 PST (GMT-0800) by Linda Evans: Linda Evans....ext 74422 Problems with my volume on my witness. I am not able to increase the volume for some reason. It is not loud enough to use my head set so I have to listen to the calls without the head set. Still extremely low. This just started a short while ago.....Thanks....Linda	Desktop Support	Hardware	Audio/Video
Ticket	2/25/2010	124177	Standard	Closed	CR-TDI-Dialer Witness Interface Production rollout	Application Development. Individual Users: E091774	E091774	Entered on 03/09/2010 at 10:11:54 PST (GMT-0800) by Denise Spicer: CAB status: CR Approved Per Liam, the change was completed successfully and the ticket can be closed. Entered on 03/03/2010 at 12:10:45 PST (GMT-0800) by E091774: Updated Dates in the Ticket as well as the CM to reflect the true roll out date. 3/4/2010 Entered on 02/25/2010 at 17:56:18 PST (GMT-0800) by E091774: Change request to approve production rollout of the new integration scripting for the	CR - IT USE ONLY	App Development CR	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								TDI-Dialer/Witness QM recording system			
Ticket	2/26/2010	124180	Standard	Closed	Impact 360 showing agents logged in when they are logged out of Avaya	Application Development. Individual Users: E091774	E090674	<p>Entered on 02/26/2010 at 10:04:36 PST (GMT-0800) by E091774:</p> <p>It appears that the CMS feed between COS and the Integration server lost connection and so the adherence was hung. Restarted the integration service and performed an auto-close of the agents hung out of adherence. The out of adherence for all agents affected will need to be exceptioned.</p> <p>Entered on 02/26/2010 at 07:11:46 PST (GMT-0800) by Betty Ocenosak:</p> <p>Agents showing out of adherence from about 4pm yesterday in Impact 360 (time varies on agents). Seems to be "stuck" on the aux state the agent was in around that time, even though Avaya is showing accurate data. Sending email to Liam as well.</p>	Application Development	Witness	Witness WFM
Ticket	2/26/2010	124346	Standard	Closed	Screen Capture no working for Anaheim Agents	Patricia Reese2, E091774	E127899	<p>Entered on 04/09/2010 at 09:51:09 PDT (GMT-0700) by Patricia Reese2:</p> <p>finally got all the recordings to work</p> <p>Entered on 03/19/2010 at 09:59:29 PDT (GMT-0700) by Patricia Reese2:</p> <p>confirmed screen capture is now working for Ed Cabrera. Waiting to see if rebooting the other 2 pcs was effective.</p> <p>Entered on 03/18/2010 at 14:50:52 PDT (GMT-0700) by Patricia Reese2:</p> <p>waiting for Amanda to confirm witness is now working for the 3 listed.</p> <p>Entered on 03/18/2010 at 14:47:17 PDT (GMT-0700) by Patricia Reese2:</p> <p>reinstalled Witness for 68920 Richard Wells, 68917 Quinton Brown, and 68943 Edward Cabrera. Need Amanada to verify if they are not working.</p> <p>Entered on 03/17/2010 at 15:09:11 PDT (GMT-0700) by Patricia Reese2:</p> <p>Asked Liam where we are on this and he replied:</p> <p>I did check wit Amanda and 68922 and 68923 look okay.</p> <p>She is now seeing ongoing problems with 68943 - Edward Cabrera, 68920 - Richard Wells and possibly 68917 - Quinton Brown (but he is out today)</p> <p>Will follow up with these three</p>	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Entered on 03/15/2010 at 12:54:00 PDT (GMT-0700) by Sajid Mukadam:</p> <p>68917 DNS records purged. Should resolve to correct IP address upon reboot.</p> <p>Entered on 03/08/2010 at 12:16:04 PST (GMT-0800) by E091774:</p> <p>There are a few stations in DNOC that need to have the screen capture application reinstalled. 68922, 68923, and 68920. 68917 needs to have the DNS cache purged and refreshed to update the corp vs. los bucket synchronization issue. Sajid will assist with this.</p> <p>Entered on 03/03/2010 at 17:30:47 PST (GMT-0800) by E091774:</p> <p>Per Sajid, no NetOps or GPO activity. Registries looked good when comparing a working system with a non working PC. Pat reinstalled the service on the local PC and the issue resolved. Pat is Querying Terry Miller about pushing a reinstall.</p> <p>Entered on 03/01/2010 at 13:43:35 PST (GMT-0800) by E091774:</p> <p>Contacted James Courteau. He mentioned he notices some of the PCs have had IE downgraded. Requested Terry Miller to assist. Will also query Net Ops. for any GPO activity related to ports and registry settings.</p> <p>Entered on 02/26/2010 at 16:03:58 PST (GMT-0800) by Amanda Thomason:</p> <p>Here is a list of those no long having thier screens captured in Witness QM:</p> <p>Tier 3 Riley Brennan 88848 68927 losanpctod68927 10.88.19.130</p> <p>Edward Cabrera 88847 68943 losanpctpd68943 10.88.19.108</p> <p>Anna Mariner</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								89921 68944 LOSANPCTOD68944 10.88.19.151 Anthony Pearson 88846 68908 losanpctod68908 10.88.18.221 Eric Schmidt 88004 68926 LOSANPCTOD68926 10.88.19.3 Ricardo Yescas 89923 68934 losanpctod68934 10.88.19.54 DNOC Colleen McFadyen â€“ 88996 / 68922 / LOSANPCTOD68922 / 10.88.19.40 Rebecca Gilbertson â€“ 88200 / 68923 / LOSANPCTOD68923 / 10.88.19.149 Richard Wells â€“ 58708 / 68920 / LOSANPCTOD68920 / 10.88.19.81 Quinton Brown â€“ 58706 / 68917 / LOSANPCTOD68917 / 10.88.19.24			
Ticket	2/27/2010	124387	Standard	Closed	Locked out of Witness.	Fernando Valdivia	E124027	Entered on 03/01/2010 at 08:48:49 PST (GMT-0800) by Tanisha Walker: user password has been reset... "password" Entered on 03/01/2010 at 08:15:31 PST (GMT-0800) by Fernando Valdivia: Password has been reset to: password Entered on 02/27/2010 at 15:27:05 PST (GMT-0800) by Eric Kim:	Desktop Support	Software	Customer Care

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Please reset witness password.			
Ticket	3/1/2010	124453	Standard	Closed	SARF - Witness	Sandy Levine	Sandy Levine	Entered on 03/03/2010 at 11:02:37 PST (GMT-0800) by Sandy Levine: Per Jenny Miranda, you have have supervisor access. Entered on 03/02/2010 at 17:20:22 PST (GMT-0800) by Sandy Levine: Pending account creation Entered on 03/01/2010 at 09:25:32 PST (GMT-0800) by Sandy Levine: Received SARF signed by Marilyn Haynes to grant Veronica Ilion E103834 Witness supervisor access. "my quality"	Service Desk	User Access Request	Witness
Ticket	3/1/2010	124511	Standard	Closed	Create DL's	Sandy Levine	James Mansell	Entered on 03/02/2010 at 17:17:18 PST (GMT-0800) by Sandy Levine: DLs are active and sent Mike instructions for managing them. Entered on 03/01/2010 at 11:18:08 PST (GMT-0800) by Sandy Levine: Pending account(s) creation Entered on 03/01/2010 at 10:48:00 PST (GMT-0800) by James Mansell: Sandy, Please create these DL's dl-los-it-systems-appdev dl-los-it-systems-bntly dl-los-it-systems-witness dl-los-it-systems-commercial dl-los-it-systems-tdsales dl-los-it-systems-security dl-los-it-systems-slogic	Service Desk	User Access Request	Email (Exchange)
Ticket	3/1/2010	124529	Standard	Closed	SARF - Witness for Randon Lane	Sandy Levine	Sandy Levine	Entered on 03/03/2010 at 11:08:16 PST (GMT-0800) by Sandy Levine: Access granted by Jenny Miranda. Entered on 03/02/2010 at 17:15:56 PST (GMT-0800) by Sandy Levine: Pending account creation.	Service Desk	User Access Request	Witness

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 03/01/2010 at 11:04:15 PST (GMT-0800) by Sandy Levine: Received SARF signed by Marilyn Haynes to grant Randon Lane E143583 access to Witness supervisor. Inbound sales supervisor			
Ticket	3/1/2010	124538	Standard	Closed	SARF - Witness Viewer	Application Development. Individual Users: E091774	Sandy Levine	Entered on 03/01/2010 at 13:13:57 PST (GMT-0800) by E091774: Request complete. Notified Alfred via e-mail. Entered on 03/01/2010 at 11:21:33 PST (GMT-0800) by Sandy Levine: Received SARF signed by Orlando Hadnot to grant Alfredo Martinez E092290 Witness viewer access.	Application Development	Witness	Witness QM
Ticket	3/1/2010	124577	Standard	Closed	Witness is not pulling up a call	Leonard Paraiso	Andre Mora	Entered on 03/01/2010 at 15:56:32 PST (GMT-0800) by Leonard Paraiso: Per Liam, I downgraded to IE7 and installed Java JRE 1.5.14 Entered on 03/01/2010 at 14:15:16 PST (GMT-0800) by Andre Mora: Unable to pull up a call in Witness.	Desktop Support	Software	
Ticket	3/1/2010	124595	Standard	Closed	Witness QM Issue	Application Development. Individual Users: E091774	E035422	Entered on 03/02/2010 at 15:34:54 PST (GMT-0800) by E091774: Claudia has tested current calls and found no errors. Confirmed okay to close ticket. Entered on 03/02/2010 at 10:29:04 PST (GMT-0800) by E091774: Adjustment was performed after hours around 1:30 AM. Awaiting response from Claudia's testing. Entered on 03/01/2010 at 15:38:20 PST (GMT-0800) by E091774: There is a 15 second drift between the recording server and the BDR server. Time sync will need to be adjusted after hours. Entered on 03/01/2010 at 15:29:13 PST (GMT-0800) by Claudia Alderete: The Van Nuys Witness QM server is not capturing the call greeting; about 10-15 seconds are not being captured on most calls. Please assist?	Application Development	Witness	Witness QM
Ticket	3/1/2010	124616	Standard	Closed	IE Downgrade Request	Leonard Paraiso	Rodvel Velasquez	Entered on 03/02/2010 at 10:44:21 PST (GMT-0800) by Leonard Paraiso:	Desktop Support	Software	Other

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Downgraded to IE7 and installed Java JRE 1.5.14. Entered on 03/01/2010 at 16:20:44 PST (GMT-0800) by Rodvel Velasquez: User called in and requested to have IE downgraded from 8 to 7 so Witness Viewer would be compatible.			
Ticket	3/2/2010	124709	Severe	Closed	360 Reports not running for 2-28-10 only	Application Development. Individual Users: E091774	E090917	Entered on 03/02/2010 at 15:31:48 PST (GMT-0800) by E091774: Opened ticket with Verint. Verint dialed in and tested the reports with no errors. Attributed the issue with end of cycle congestion. Closing ticket. Entered on 03/02/2010 at 10:10:06 PST (GMT-0800) by Connie Landino: 360 error reports unable to run for 2-28-10 only	Application Development	Witness	Witness WFM
Ticket	3/2/2010	124761	Standard	Closed	Change Internete Explorer 7	Patricia Reese2	E089599	Entered on 03/12/2010 at 10:10:22 PST (GMT-0800) by Patricia Reese2: reimaged her pc and she now has IE7 Entered on 03/04/2010 at 18:15:47 PST (GMT-0800) by Patricia Reese2: the PC will not allow me to uninstall IE8. Will have to reimage. Entered on 03/02/2010 at 11:57:16 PST (GMT-0800) by Myra Rapides: I am using QM Viewer and i need Explorer 7 instead of 8.	Application Development	Witness	Witness QM
Ticket	3/2/2010	124803	Standard	Closed	Change Internet Explorer 7	Patricia Reese2	E089241	Entered on 03/04/2010 at 17:29:07 PST (GMT-0800) by Patricia Reese2: uninstalled IE8 and installed IE7 Entered on 03/02/2010 at 14:16:50 PST (GMT-0800) by Octavio Jaramillo: I am using QM Viewer and I need Explorer 7 instead of 8.	Application Development	Witness	Witness QM
Ticket	3/2/2010	124856	Standard	Closed	Not able to see both screens in screen capture for Witness QM	Jimmy Lam-My	E127899	Entered on 03/04/2010 at 13:21:57 PST (GMT-0800) by Jimmy Lam-My: Amanda - I verified the extension information and also re-register the dual monitor registry entry just to be safe. Please let us know if this is still an issue when Yeny returns to work. Thank you.	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 03/03/2010 at 18:15:20 PST (GMT-0800) by Jimmy Lam-My: The computer name matches the extension that is assigned to the phone unit. Yeny is going to be out on FMLA leave for the next 30-40 days according to Jordan Wizner. Will check with George and Art to see if there are any special plugins that needs to be installed as this PC had no issues up until this point and we did not have to load any special settings for it to work this way. Entered on 03/02/2010 at 16:39:03 PST (GMT-0800) by Amanda Thomason: Problem with capturing both screens in Witnes QM: Yeny Martinez Login 88205 EXT 34256 PC Name LOSORPCDID34256 IP Address 165.237.119.95			
Ticket	3/2/2010	124874	Standard	Closed	SARF - Witness QA supervisor	Sandy Levine	Sandy Levine	Entered on 03/08/2010 at 16:00:38 PST (GMT-0800) by Sandy Levine: Access has been granted. Entered on 03/08/2010 at 15:53:19 PST (GMT-0800) by Sandy Levine: Sent email to Diane W for access. Entered on 03/02/2010 at 18:14:29 PST (GMT-0800) by Sandy Levine: Received SARF signed by James McEwen for Witness QA supervisor access for Jacqueline Jackson E103492. Supervisor Intern	Service Desk	User Access Request	Witness
Ticket	3/3/2010	124952	Standard	Closed	Witness Viewer - Receiveing error message every time I look for a call.	Kenton Young	E092290	Entered on 03/04/2010 at 13:46:24 PST (GMT-0800) by Kenton Young: Updated Internet Explorer to version 7, now able to use Witness viewer. Entered on 03/03/2010 at 11:03:53 PST (GMT-0800) by Alfredo Martinez: the following is the error message: Internet Explorer has encountered a problem and needs to close. We are sorry for the inconvenience.	Application Development	Witness	Witness WFM
Ticket	3/3/2010	124985	Standard	Closed	Needs Witness Monitoring PW reset.	Service Desk: Fernando	Jesse Gonzalez	Entered on 03/03/2010 at 14:22:03 PST (GMT-0800) by Fernando Valdivia:	Service Desk	General Questions/O	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
						Valdivia		Password has been reset to: password Entered on 03/03/2010 at 12:31:48 PST (GMT-0800) by Jesse Gonzalez: Needs Witness Monitoring PW reset.		ther	
Ticket	3/4/2010	125141	Standard	Closed	Quality Monitoring Issue	Jesse Gonzalez	Rodvel Velasquez	Entered on 03/04/2010 at 10:32:19 PST (GMT-0800) by Jesse Gonzalez: Issue was with PW, REM reset password and she was able to logon. Checked her computer and it also had IE8 installed, added computer to exclude list and downgraded to IE7. Entered on 03/04/2010 at 09:44:55 PST (GMT-0800) by Rodvel Velasquez: User called in and said that she is locked out of the application Quality Monitoring	Application Development	Witness	Witness QM
Ticket	3/4/2010	125145	Standard	Closed	SARF - Witness viewer	E091774	Sandy Levine	Entered on 03/12/2010 at 14:08:03 PST (GMT-0800) by E091774: Request complete. Kyle has been added to Ontario, Hollywood and Van Nuys Witness Viewer servers. Entered on 03/04/2010 at 09:55:14 PST (GMT-0800) by Sandy Levine: Received SARF signed by Maria DeSantiago to grant Kyle Reilly E078144 Witness viewer for north, metro and south. Interim Supervisor	Application Development	Witness	Witness QM
Ticket	3/5/2010	125398	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	Entered on 03/22/2010 at 17:32:31 PDT (GMT-0700) by E091774: Request complete From your Browser go to http://losonccwview/avaya enter "twccorp\<yourEID>" Password = <your network password> Entered on 03/05/2010 at 11:26:51 PST (GMT-0800) by Sandy Levine: Received SARF signed by Gisele Grays to grant Cory Muramoto E140779 access to Witness Viewer. Dispatch Supervisor	Application Development	Witness	
Ticket	3/7/2010	125510	Standard	Closed	Impact 360 not reflecting	E091774	E111710	Entered on 03/08/2010 at 10:28:32 PST (GMT-0800) by E091774:	Application	Witness	Witness WFM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
					correct RTA			Reset Integration Server service. Issue resolved. Entered on 03/07/2010 at 11:34:07 PST (GMT-0800) by Joshua Duvall: Impact 360 is not showing accurate RTA (real time adherence) for agents currently on the phones. Attached is a screenshot of what is currently happening. Agents are showing on break for over an hour but they are actively taking calls.	Development		
Ticket	3/7/2010	125517	Standard	Closed	Impact 360 Froze for all agents at 10:34 AM Pacific Time.	Application Development	E092290	Entered on 03/07/2010 at 16:13:36 PST (GMT-0800) by Michael Zebrow: This was part of patching all witness servers including LOSONCCWFMAP03. RNOC TICKET 221650. If you continue to have issues please re-open ticket. Entered on 03/07/2010 at 15:04:37 PST (GMT-0800) by Alfredo Martinez: All agents in Culver City affected.	Application Development	Witness	Witness WFM
Ticket	3/7/2010	125518	Standard	Closed	360 not updating, unable to see real time	E091774	E090183	Entered on 03/08/2010 at 10:26:21 PST (GMT-0800) by E091774: Reset Integration Server service. Issue resolved. Entered on 03/07/2010 at 15:28:04 PST (GMT-0800) by Valeria Epley: 360 on and off since 1130a mst unable to see real time and 360 not updating data	Application Development	Witness	Witness WFM
Ticket	3/7/2010	125519	Severe	Closed	WITNESS WEB VERSION NOT SHOWING CORRECT AGENT STATUS	E091774	E115852	Entered on 03/08/2010 at 10:22:19 PST (GMT-0800) by E091774: Reset the Integration Server service. Issue resolved. Entered on 03/07/2010 at 16:20:48 PST (GMT-0800) by Anne Marie Chua: WITNESS WEB VERSION NOT SHOWING CORRECT AGENT STATUS. CERTAIN SUPERVISORS UNABLE TO CONNECT TO THE IMPACT 360.	Application Development	Witness	Witness WFM
Ticket	3/8/2010	125573	Standard	Closed	User is having an issue with her Witness viewer.	Jesse Gonzalez	Erich Bieber	Entered on 03/08/2010 at 11:44:03 PST (GMT-0800) by Jesse Gonzalez: Verified with user, we were able to look up agent calls.	Desktop Support	Software	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 03/08/2010 at 08:51:24 PST (GMT-0800) by Erich Bieber: User is having an issue with her Witness viewer.			
Ticket	3/8/2010	125640	Standard	Closed	Agent Phone Issue	Telecom: Rod Rodriguez	E127541	Entered on 03/15/2010 at 12:18:05 PDT (GMT-0700) by Rod Rodriguez: Per Charles, Toinette has been OK for the last several days. Closing ticket. Entered on 03/09/2010 at 09:23:27 PST (GMT-0800) by Rod Rodriguez: Deleted and rebuilt agent ID. Will see if that helps resolve. Also reset phone. Entered on 03/08/2010 at 10:23:49 PST (GMT-0800) by Charles Jackson: CSP punching to aux codes but Avaya and Witness software reflect a Hold mode. Verified by manually punching for the CSP and updating Avaya team report with no change in status. I attached a file showing the Avaya report after I tried to update the phone status.	Telecom	Trouble	AUX Code
Ticket	3/8/2010	125716	Standard	Closed	Outbound Colorado Springs not recording any calls over 2 minutes.	E091774	E091058	Entered on 04/26/2010 at 15:52:36 PDT (GMT-0700) by E091774: system is recording calls in 2 hour blocks. closing ticket. Integration project is still being worked by Verint. Entered on 03/12/2010 at 14:14:18 PST (GMT-0800) by E091774: Re initiated the original recording rules to continue recording in large 2 hour blocks to facilitate compliance in the interim while waiting for Verint to complete their part. Entered on 03/11/2010 at 18:08:41 PST (GMT-0800) by E091774: Submitted A support ticket with Verint. Verint support is investigating and will verify that the NobleSys Widget commands match the commands required by Verint Unify to trigger recordings properly. Re-engaging the Verint Developer to circle back and recheck and verify the configuration. Entered on 03/08/2010 at 13:18:20 PST (GMT-0800) by Diane Weissenfluh: Ounbound calling has not recorded any calls over 2 minutes since March 3. Change made to recording process on March 4. Those under 2 minutes going to unassigned folder along with transfer to verification.	Application Development	Witness	Witness QM
Ticket	3/8/2010	125811	Standard	Closed	SARF - Witness Viewer	E091774	Sandy	Entered on 03/22/2010 at 17:31:33 PDT (GMT-0700) by E091774:	Application	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
							Levine	<p>Request complete</p> <p>From your Browser go to http://losonccwview/avaya enter "twccorp\<yourEID>" Password = <your network password></p> <p>Entered on 03/08/2010 at 16:15:31 PST (GMT-0800) by Sandy Levine:</p> <p>Received SARF signed by Gisele Grays to grant Robert Rodriguez E140780 Witness Viewer access.</p> <p>Dispatch Supervisor</p>	Development		
Ticket	3/8/2010	125814	Standard	Closed	SARF - Witness Viewer Van Nuys	E091774	Sandy Levine	<p>Entered on 03/12/2010 at 12:14:28 PST (GMT-0800) by E091774:</p> <p>Request complete. Notified Angelina.</p> <p>Entered on 03/08/2010 at 16:18:16 PST (GMT-0800) by Sandy Levine:</p> <p>Received SARF signed by Maria DeSantiago to grant Angelina Reyna E102048 access to Witnes Viewer Van Nuys.</p>	Application Development	Witness	
Ticket	3/9/2010	125909	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	<p>Entered on 04/19/2010 at 16:55:33 PDT (GMT-0700) by E091774:</p> <p>Request Complete.</p> <p>go to http://loscscview01/avaya</p> <p>Enter twccorp\<your EID> PW - enter Your network password</p> <p>Entered on 03/09/2010 at 10:22:16 PST (GMT-0800) by Sandy Levine:</p> <p>Received SARFs signed by Jeff Smith to grant the following supervisor Witness VIEWER:</p> <p>Cassandra Allen E089881 Pamela Rivers E089879 Linda Evans E090193</p>	Application Development	Witness	Witness QM
Ticket	3/9/2010	125952	Severe	Closed	Cannot load Witness/applet failed/ need superviosr package	Michael Allen2	E090445	<p>Entered on 03/16/2010 at 08:30:40 PDT (GMT-0700) by Michael Allen2:</p> <p>Checked user's PC, has IE7 installed... launched and loaded Witness, played back recorded calls with no issues.</p> <p>Could not re-create the issue...</p>	Desktop Support	Software	Customer Care

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Had Jackie log into Witness and she could not re-create the original issue.</p> <p>Closed ticket.</p> <p>Entered on 03/15/2010 at 16:21:56 PDT (GMT-0700) by James Mansell:</p> <p>Hey guys, can you check all the steps in the tech user guide for witness and see if we can fix this instead of assigning to Liam?</p> <p>Entered on 03/09/2010 at 11:53:55 PST (GMT-0800) by Jacqueline Keyes:</p> <p>Need witness/ applet failed</p>			
Ticket	3/9/2010	125961	Severe	Closed	Witness for Monitoring (EQuality)	Jesse Gonzalez	E091748	<p>Entered on 03/10/2010 at 10:16:23 PST (GMT-0800) by Jesse Gonzalez:</p> <p>Issue was that the system do not allow user to have more than one window open for monitoring.</p> <p>Entered on 03/09/2010 at 12:11:09 PST (GMT-0800) by Sandra Fontenot:</p> <p>Having trouble accessing this application to listen to calls. Application sometimes won't open, and won't allow me to change agents when I have listened to a call.</p>	Service Desk	User Access Request	Witness
Ticket	3/9/2010	125977	Standard	Closed	witness issues	Tanisha Walker	Tanisha Walker	<p>Entered on 03/09/2010 at 12:48:25 PST (GMT-0800) by Tanisha Walker:</p> <p>reloaded,,,,</p>	Service Desk	General Questions/Other	
Ticket	3/9/2010	125984	Standard	Closed	Need password reset for Quality Monitoring	Rodvel Velasquez	E106928	<p>Entered on 03/09/2010 at 14:16:25 PST (GMT-0800) by janene.skillern@twcable.com:</p> <p>The link you provided is for impact 360. I need my password reset for Quality Monitoring</p> <p>[cid:image001.jpg@01CABF93.0ADE50C0]</p> <p>Janene Skillern Inbound Sales Supervisor Culver City Call Center (310) 417-4328 (Office)</p>	Desktop Support	Software	Sales

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 03/09/2010 at 13:52:14 PST (GMT-0800) by Rodvel Velasquez: Password reset can be done by going to the following link http://losonccwfmap:7001/wfo/control/password_reset Entered on 03/09/2010 at 13:21:54 PST (GMT-0800) by Janene Skillern: Please reset password for E106928 for my quality in the witness system.			
Ticket	3/9/2010	126013	Standard	Closed	Witness Viewer - Receiveing error message every time I click on a call - Computer located in Large Conference Room	Kenton Young	E092290	Entered on 03/16/2010 at 10:10:14 PDT (GMT-0700) by Kenton Young: Downgrade workstation to IE 7, now able to view Witness Recordings. Entered on 03/15/2010 at 16:23:15 PDT (GMT-0700) by James Mansell: Hi Kenton, Can you make sure this PC has IE 7 and check all the other Witness items in the tech user guide before we give to Liam? Thanks, Jim Entered on 03/11/2010 at 11:14:55 PST (GMT-0800) by E091774: Left VM message and e-mail for Alfred. Entered on 03/09/2010 at 14:41:03 PST (GMT-0800) by Alfredo Martinez: Error message states: Still retrieving previous request.	Desktop Support	Software	Customer Care
Ticket	3/10/2010	126189	Standard	Closed	Veritas NOM Down Drive	E002234	E142728	Entered on 03/16/2010 at 10:13:06 PDT (GMT-0700) by E002234: Week End Backups ran with no further drive down issue. I am closing this issue. Entered on 03/10/2010 at 15:03:04 PST (GMT-0800) by E002234: This unit will need to have the Virtual library restarted to get the one virtual drive to come up (this can not currently be done due to witness backups running for several days) I will leave this tick open uinitl this issue is resolved. Entered on 03/10/2010 at 10:22:43 PST (GMT-0800) by Ruben Navarro:	NetOps	Monitoring Alert	Systems

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Drive HP.ULTRIUM3-SCSI.000 is down on losbohsnbu01			
Ticket	3/10/2010	126210	Standard	Closed	Needs witness monitoring PW reset	Fernando Valdivia	E106928	Entered on 03/11/2010 at 07:51:24 PST (GMT-0800) by Fernando Valdivia: Password has been reset to: password Entered on 03/10/2010 at 11:02:08 PST (GMT-0800) by Janene Skillern: Need password for witness monitoring reset for E106928	Service Desk	User Access Request	Witness
Ticket	3/10/2010	126243	Standard	Closed	e004215	E091774	Larone Thompson	Entered on 03/11/2010 at 10:18:45 PST (GMT-0800) by E091774: Query data was not correct causing the error. Cynthia approved closing the ticket. Entered on 03/10/2010 at 12:24:44 PST (GMT-0800) by Larone Thompson: User is getting an error message in witness viewer when trying to listen to a call. screenshot provided below.	Application Development	Witness	Witness QM
Ticket	3/11/2010	126516	Standard	Closed	Please provide VDN list for Metro	Telecom: Simoun Sim	E091774	Entered on 03/12/2010 at 07:48:27 PST (GMT-0800) by Simoun Sim: Emailed Liam with VDN and agent list Entered on 03/11/2010 at 17:38:33 PST (GMT-0800) by E091774: Please provide a list of VDNs for the LA area to Liam Galleran for the purpose of call type queries in the Witness Viewer application.	Telecom	New	
Ticket	3/12/2010	126594	Standard	Closed	Reset Password	James Mansell	E091437	Entered on 03/12/2010 at 13:48:21 PST (GMT-0800) by James Mansell: Password Resets cannot be requested online. You must call in. Entered on 03/12/2010 at 10:47:33 PST (GMT-0800) by Filiberto Castillo: Reset my Witness password for Q.A.	Desktop Support	Software	Customer Care
Ticket	3/12/2010	126606	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	Entered on 03/12/2010 at 13:54:33 PST (GMT-0800) by E091774: Request complete. Notified Alex Leyva. Entered on 03/12/2010 at 11:17:43 PST (GMT-0800) by Sandy Levine: Received SARF signed by Alex Leyva to grant Cindy Moral E113211 access to Witness Viewer.	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								QA Specialist			
Ticket	3/12/2010	126667	Project	Closed	witness server repurpose for the upgrade loseshqssql06 from sql 2000 to 2008 with migration	Unassigned	Svetlana Shilova	<p>Entered on 04/30/2010 at 16:44:26 PDT (GMT-0700) by Michael Zebrow:</p> <p>Servers transitioned to Applications Development team.</p> <p>Entered on 04/27/2010 at 10:50:58 PDT (GMT-0700) by James Mansell:</p> <p>Approved</p> <p>Entered on 04/26/2010 at 13:24:54 PDT (GMT-0700) by Michael Zebrow:</p> <p>James, the server has been completed, and all forms attached including validation form. Can you please review/approve to release into production. Once approved, i will transistion this device to the Applications Team for SQL install.</p> <p>Entered on 04/16/2010 at 15:30:56 PDT (GMT-0700) by Michael Zebrow:</p> <p>Server Status Update, The rebuild of this device has been competed including the additional storage. I am schedule to relocate/rack the server in Bowcroft Monday Morning. Once completed, we will get the server validated, and transition to your team for use.</p> <p>Entered on 04/05/2010 at 13:46:19 PDT (GMT-0700) by Michael Zebrow:</p> <p>Form II completed, need to review with management placment of server. Business owner has requested El Segundo. Will work with network engineers to determine best placement for performace, and long term goals of server site consolidation.</p> <p>Entered on 03/12/2010 at 15:20:01 PST (GMT-0800) by Michael Zebrow:</p> <p>Project form I request sent. 3/12/2010. - Assignment, Orange Applications Development, Michael Zebrow.</p> <p>Entered on 03/12/2010 at 15:06:53 PST (GMT-0800) by Svetlana Shilova:</p> <p>today on a meeting Lial and Pam said that I have to open for netops</p> <p>Entered on 03/12/2010 at 14:32:21 PST (GMT-0800) by Edgar Rosales:</p> <p>All server tickets/requests should be assigned to the systems operations team</p>	NetOps	Server/Systems	Servers

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 03/12/2010 at 14:27:56 PST (GMT-0800) by Svetlana Shilova: witness server will be use for upgrade sql server 2000 to 2008 with migration			
Ticket	3/12/2010	126669	Standard	Closed	SARF - Witness Audit Tab Access	E091774	Sandy Levine	Entered on 03/16/2010 at 11:05:16 PDT (GMT-0700) by E091774: Request complete. Entered on 03/12/2010 at 14:29:23 PST (GMT-0800) by Sandy Levine: Received SARF signed by Lorin Rozzatti to grant Alex Levya E045902 Witness audit tab access.	Application Development	Witness	Witness QM
Ticket	3/12/2010	126710	Standard	Closed	unable to logon to Witness Quality monitoring.	Fernando Valdivia	Mario Polanco	Entered on 03/15/2010 at 07:53:41 PDT (GMT-0700) by Fernando Valdivia: Your password has been reset to: password Entered on 03/12/2010 at 16:02:49 PST (GMT-0800) by Mario Polanco: unable to logon to Witness Quality monitoring.	Desktop Support	Software	IT-IS
Ticket	3/12/2010	126713	Standard	Closed	Monitoring Alert	E091774	Rodvel Velasquez	Entered on 06/30/2010 at 11:19:44 PDT (GMT-0700) by E091774: Closing ticket as this will not be resolved prior to migrating to ETS. These systems are hard coded to maintain a purge rate to keep disk usage at 95%. Entered on 03/18/2010 at 16:01:46 PDT (GMT-0700) by E091774: These servers are configured to maintain approximately 94% usage perpetually. This will continually trigger alerts unless exceptioned. Entered on 03/15/2010 at 13:08:50 PDT (GMT-0700) by Dean Kuga: Returned by NetOps since all these servers are Witness servers managed by us. Entered on 03/15/2010 at 10:57:40 PDT (GMT-0700) by Michael Zebrow: This is witness recording storage, and will assign to Liam Galleram. Entered on 03/12/2010 at 16:58:12 PST (GMT-0800) by Dean Kuga: App Dev team is not in charge of ORION or any of the servers listed in these tickets. Entered on 03/12/2010 at 16:16:01 PST (GMT-0800) by Rodvel Velasquez:	NetOps	Monitoring Alert	Systems

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								ORION is alerting that LOSCSCCQALNX02 is at 94% disk space			
Ticket	3/12/2010	126714	Standard	Closed	Monitoring Alert	E091774	Rodvel Velasquez	<p>Entered on 06/30/2010 at 11:18:34 PDT (GMT-0700) by E091774:</p> <p>Closing ticket as this will not be resolved prior to migrating to ETS. These systems are hard coded to maintain a purge rate to keep disk usage at 95%.</p> <p>Entered on 03/18/2010 at 16:04:05 PDT (GMT-0700) by E091774:</p> <p>These servers are configured to maintain approximately 94% usage perpetually. This will continually trigger alerts unless exception-ed.</p> <p>Entered on 03/15/2010 at 13:08:50 PDT (GMT-0700) by Dean Kuga:</p> <p>Returned by NetOps since all these servers are Witness servers managed by us.</p> <p>Entered on 03/15/2010 at 10:57:06 PDT (GMT-0700) by Michael Zebrow:</p> <p>This is witness recording storage, and will assign to Liam Galleram.</p> <p>Entered on 03/12/2010 at 16:58:12 PST (GMT-0800) by Dean Kuga:</p> <p>App Dev team is not in charge of ORION or any of the servers listed in these tickets.</p> <p>Entered on 03/12/2010 at 16:17:03 PST (GMT-0800) by Rodvel Velasquez:</p> <p>ORION is alerting that LOSHOCCSCM01 is at 94% disk space</p>	NetOps	Monitoring Alert	Systems
Ticket	3/12/2010	126715	Standard	Closed	Monitoring Alert	E091774	Rodvel Velasquez	<p>Entered on 06/30/2010 at 11:17:29 PDT (GMT-0700) by E091774:</p> <p>Closing ticket as this will not be resolved prior to migrating to ETS. These systems are hard coded to maintain a purge rate to keep disk usage at 95%.</p> <p>Entered on 03/18/2010 at 16:05:11 PDT (GMT-0700) by E091774:</p> <p>These servers are configured to maintain approximately 94% usage perpetually. This will continually trigger alerts unless exception-ed.</p> <p>Entered on 03/15/2010 at 13:08:50 PDT (GMT-0700) by Dean Kuga:</p> <p>Returned by NetOps since all these servers are Witness servers managed by us.</p> <p>Entered on 03/15/2010 at 10:56:33 PDT (GMT-0700) by Michael Zebrow:</p> <p>This is witness recording storage, and will assign to Liam Galleram.</p>	NetOps	Monitoring Alert	Systems

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 03/12/2010 at 16:58:12 PST (GMT-0800) by Dean Kuga: App Dev team is not in charge of ORION or any of the servers listed in these tickets. Entered on 03/12/2010 at 16:17:28 PST (GMT-0800) by Rodvel Velasquez: ORION is alerting that LOSCSCCQALNX01 is at 94% disk space			
Ticket	3/12/2010	126717	Standard	Closed	Monitoring Alert	E091774	Rodvel Velasquez	Entered on 06/30/2010 at 11:16:33 PDT (GMT-0700) by E091774: Closing ticket as this will not be resolved prior to migrating to ETS. These systems are hard coded to maintain a purge rate to keep disk usage at 95%. Entered on 03/18/2010 at 16:06:05 PDT (GMT-0700) by E091774: These servers are configured to maintain approximately 94% usage perpetually. This will continually trigger alerts unless exception-ed. Entered on 03/15/2010 at 13:08:50 PDT (GMT-0700) by Dean Kuga: Returned by NetOps since all these servers are Witness servers managed by us. Entered on 03/15/2010 at 10:55:24 PDT (GMT-0700) by Michael Zebrow: This is witness recording storage, and will assign to Liam Galleram. Entered on 03/12/2010 at 16:58:12 PST (GMT-0800) by Dean Kuga: App Dev team is not in charge of ORION or any of the servers listed in these tickets. Entered on 03/12/2010 at 16:19:04 PST (GMT-0800) by Rodvel Velasquez: ORION is alerting that LOSONCCCSM02 is at 94% disk space	NetOps	Monitoring Alert	Systems
Ticket	3/12/2010	126718	Standard	Closed	Monitoring Alert	E091774	Rodvel Velasquez	Entered on 06/30/2010 at 11:15:31 PDT (GMT-0700) by E091774: Closing ticket as this will not be resolved prior to migrating to ETS. These systems are hard coded to maintain a purge rate to keep disk usage at 95%. Entered on 03/18/2010 at 16:06:58 PDT (GMT-0700) by E091774: These servers are configured to maintain approximately 94% usage perpetually. This will continually trigger alerts unless exception-ed.	NetOps	Monitoring Alert	Systems

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 03/15/2010 at 13:08:50 PDT (GMT-0700) by Dean Kuga: Returned by NetOps since all these servers are Witness servers managed by us. Entered on 03/15/2010 at 10:54:48 PDT (GMT-0700) by Michael Zebrow: This is witness recording storage, and will assign to Liam Galleram. Entered on 03/12/2010 at 16:58:12 PST (GMT-0800) by Dean Kuga: App Dev team is not in charge of ORION or any of the servers listed in these tickets. Entered on 03/12/2010 at 16:19:59 PST (GMT-0800) by Rodvel Velasquez: ORION is alerting that LOSVNCCCSM01 is at 94% disk space			
Ticket	3/12/2010	126719	Standard	Closed	Monitoring Alert	E091774	Rodvel Velasquez	Entered on 06/30/2010 at 11:14:09 PDT (GMT-0700) by E091774: Closing ticket as this will not be resolved prior to migrating to ETS. These systems are hard coded to maintain a purge rate to keep disk usage at 95%. Entered on 03/18/2010 at 16:07:58 PDT (GMT-0700) by E091774: These servers are configured to maintain approximately 94% usage perpetually. This will continually trigger alerts unless exception-ed. Entered on 03/15/2010 at 13:08:50 PDT (GMT-0700) by Dean Kuga: Returned by NetOps since all these servers are Witness servers managed by us. Entered on 03/15/2010 at 10:54:08 PDT (GMT-0700) by Michael Zebrow: This is witness recording storage, and will assign to Liam Galleram. Entered on 03/12/2010 at 16:58:12 PST (GMT-0800) by Dean Kuga: App Dev team is not in charge of ORION or any of the servers listed in these tickets. Entered on 03/12/2010 at 16:20:27 PST (GMT-0800) by Rodvel Velasquez: ORION is alerting that LOSONCCCSM01 is at 94% disk space	NetOps	Monitoring Alert	Systems
Ticket	3/15/2010	126972	Standard	Closed	Witness QM Password Reset	E091774	Rodvel Velasquez	Entered on 03/19/2010 at 12:46:01 PDT (GMT-0700) by E091774: Spoke with Gabby and she is back on and in production. Closing ticket	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 03/16/2010 at 16:51:56 PDT (GMT-0700) by E091774: Left Voice mail message 3/16/2010 16:50 Entered on 03/15/2010 at 13:30:11 PDT (GMT-0700) by Rodvel Velasquez: User called in and requested to have her password reset for Witness QM			
Ticket	3/15/2010	127026	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	Entered on 03/25/2010 at 12:41:36 PDT (GMT-0700) by E091774: Ontario/GardenGrove http://losonccwview/avaya http://losvnccwview01/avaya In the login dialog box Enter "twccorp\<yourEID>" and your network password. If you have issues reviewing calls make certain your browser is not higher than Internet Explorer 7, and your Java JRE version does not exceed 1.5.0_14. The IT helpdesk can help you if these need to be adjusted. Van Nuys From your browser navigate to the location of your choice.	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 03/15/2010 at 15:34:38 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Orlando Hadnot to grant Angelica Barba E091254 Witness viewer for GG and VN.			
Ticket	3/15/2010	127063	Standard	Closed	Please reset my Quality Monitoring (Witness) password	Fernando Valdivia	E131079	Entered on 03/16/2010 at 08:02:02 PDT (GMT-0700) by Fernando Valdivia: Password reset to: password Entered on 03/15/2010 at 18:12:07 PDT (GMT-0700) by Gabrielle Dawson: Please reset my Quality Monitoring password - thank you!	Service Desk	User Access Request	Witness
Ticket	3/16/2010	127295	Standard	Closed	SARF- Witness Viewer	E091774	Sandy Levine	Entered on 03/23/2010 at 16:48:18 PDT (GMT-0700) by E091774: Request complete. These folks have all been added to the user permissions on the following Viewer servers. Hollywood http://loshoccwview01/avaya Ontario http://losonccwview/avaya CO Springs http://loscsccwview01/avaya Van Nuys http://losvnccwview01/avaya Enter "twccorp\<yourEID>" and your network password Entered on 03/16/2010 at 14:32:47 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Satenik Abeshyan to grant the following Witness viewer access OTP all areas: Mayra Rapides E089599 Georgina Herrera E089191 Yahya Khalfani E111717 Wilzona Campbell E008261 Norma Lomeli E092204 Laura Parra E092548 Richard Neylan E102439 Angelina Barton E089188 Carole Kennedy E090443 Miguel Cruz E088932	Application Development	List Builder	
Ticket	3/16/2010	127297	Standard	Closed	Witness DB Query for	Richard Kuhn	E109949	Entered on 03/23/2010 at 10:35:21 PDT (GMT-0700) by Richard Kuhn:	Application	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
					24/7			All the calls I could extract have been extracted Entered on 03/16/2010 at 16:46:10 PDT (GMT-0700) by E091774: Reassigning to Rich Kuhn as I am not in the email chain associated with the ticket. Clearly, Brian intended this task for Rich. Entered on 03/16/2010 at 14:36:30 PDT (GMT-0700) by Sumita Mavros: Need to run a query against the Witness Database to locate all of the related call recordings for 24/7 (vendor). Fields provided will include OPID, date/start time.	Development		
Ticket	3/16/2010	127302	Standard	Closed	Unable to retrieve call from Witness.	E091774	Fernando Valdivia	Entered on 06/25/2010 at 11:56:47 PDT (GMT-0700) by E091774: Issue resolved. Entered on 03/16/2010 at 16:38:43 PDT (GMT-0700) by E091774: Left voice mail message for Rick. 3/16/2010 16:35 Entered on 03/16/2010 at 14:46:13 PDT (GMT-0700) by Fernando Valdivia: When trying to listen to calls, Error 1263, intermittantly.	Desktop Support	Software	
Ticket	3/16/2010	127314	Standard	Closed	Locked out of Witness needs password reset.	E091774	Fernando Valdivia	Entered on 03/16/2010 at 15:40:15 PDT (GMT-0700) by E091774: Request complete. Entered on 03/16/2010 at 15:06:09 PDT (GMT-0700) by Fernando Valdivia: Needs password reset and account unlocked.	Application Development	Witness	Witness QM
Ticket	3/17/2010	127577	Standard	Closed	Witness does not capture the second monitor for Stephinie Hamel: Port 3239V Ext: 77250	Steve Stiles	E090397	Entered on 03/22/2010 at 12:13:23 PDT (GMT-0700) by Steve Stiles: Checked calls for Stephini from 3-20 and 3-21 --- capturing both screens and audio ok now. Let us know if problem recurs. Thanks Steve	Desktop Support	Software	Other

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Steve Stiles Time Warner Cable West Region Desktop Support Colorado Springs, CO w) 719-867-4897</p> <p>> Contact the WEST Region Service Desk via phone: 888-607-HELP (4357) - or - just dial "38411" from any TWC AVAYA phone</p> <p>>> Open, edit or check on ticket status VIA INTRANET: http://selfservice</p> <p>>>> For Corporate IT Support, call the Corporate IT Support Desk (Corporate TSG) @ 888-411-5550</p> <p>or open a work order via email at corporate.support.desk@twcable.com</p> <p>*****</p> <p>***</p> <p>Please e-mail my supervisor Eric Sartin (eric.sartin@twcable.com) with any feedback.</p> <p>*****</p> <p>***</p> <p>Entered on 03/18/2010 at 06:22:59 PDT (GMT-0700) by Steve Stiles:</p> <p>Monitor 4 had been set as primary monitor. Changed properties back to Monitor 1 as primary (required setting for Witness to capture both displays). Disabled option to change desktop settings.</p> <p>Let me know if there is still a problem with captures and I'll resume trouble-shooting.</p> <p>Thanks</p> <p>Steve</p> <p>Entered on 03/17/2010 at 18:37:18 PDT (GMT-0700) by E090397:</p> <p>Witness does not capture the second monitor for Stephinie Hamel: Port 3239V Ext: 77250</p> <p>Thank you</p>			
Ticket	3/18/2010	127698	Severe	Closed	Needs WITNESS password reset.	Fernando Valdivia	Fernando Valdivia	<p>Entered on 03/18/2010 at 15:58:33 PDT (GMT-0700) by Fernando Valdivia:</p> <p>Password has been reset to: password</p> <p>Entered on 03/18/2010 at 11:23:25 PDT (GMT-0700) by Fernando Valdivia:</p> <p>Unable to access system please reset password.</p>	Application Development	Witness	
Ticket	3/18/2010	127792	Standard	Closed	Unable to replay witness	E091774	Fernando	Entered on 03/24/2010 at 11:53:02 PDT (GMT-0700) by E091774:	Application	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
					calls.		Valdivia	<p>Sheila Responded. She had PC issues that were resolved by desktop support. Issues are resolved, closing the ticket.</p> <p>Entered on 03/23/2010 at 15:47:22 PDT (GMT-0700) by E091774:</p> <p>Left Sheila a Voice mail message.</p> <p>Entered on 03/18/2010 at 15:29:59 PDT (GMT-0700) by Fernando Valdivia:</p> <p>The content does appear to be there, but she is unable to listen/view it.</p> <p>Entered on 03/18/2010 at 15:29:10 PDT (GMT-0700) by Fernando Valdivia:</p> <p>No replayable content was found, error message when trying to play witness calls.</p>	Development		
Ticket	3/19/2010	127941	Severe	Closed	Witness error messages	Application Development. Individual Users: E091774	E142728	<p>Entered on 03/19/2010 at 12:29:13 PDT (GMT-0700) by E091774:</p> <p>The application server spontaneously rebooted itself at 9:17AM. Restarted the BDR service at 9:55 and they are back in production. Opened a ticket with System Support to research the root cause of the reboot.</p> <p>Entered on 03/19/2010 at 10:00:12 PDT (GMT-0700) by Ruben Navarro:</p> <p>Witness is not working when they try to attempt to review a call the users are getting error messages:</p> <p>1263 - E recorder video and audio 1144 - playback error</p>	Application Development	Witness	Witness QM
Ticket	3/19/2010	128046	Standard	Closed	SARF - Witness Supervisor for Deborah Myrom	Sandy Levine	Sandy Levine	<p>Entered on 03/24/2010 at 08:46:11 PDT (GMT-0700) by Sandy Levine:</p> <p>Cancel per Diane W.</p> <p>Entered on 03/23/2010 at 11:04:52 PDT (GMT-0700) by Sandy Levine:</p> <p>Sent email to Diane W.</p> <p>Entered on 03/19/2010 at 14:08:43 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by Megan McGowen for Witness Supervisor access to Deborah Myrom E090644.</p>	Service Desk	User Access Request	Witness
Ticket	3/23/2010	128441	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	<p>Entered on 03/23/2010 at 15:43:56 PDT (GMT-0700) by E091774:</p> <p>Request is complete.</p>	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								from your browser goto http://loshoccwview01/avaya at the login box type in "twccorp\<yourEID>" and your network password. Entered on 03/23/2010 at 11:10:42 PDT (GMT-0700) by Sandy Levine: Received SARf signed by John Gomez to grant Alaina Nepom E008547 Witness Viewer.			
Ticket	3/23/2010	128510	Severe	Closed	Error Code 1302 on all witness calls in Ontario	E091774	E045902	Entered on 03/24/2010 at 11:56:09 PDT (GMT-0700) by E091774: Momentary System resource glut caused by a database query. Resolved within a couple minutes. Closing ticket. Entered on 03/23/2010 at 14:04:06 PDT (GMT-0700) by Alejandro Leyva: Error Code 1302 on all witness calls in Ontario	Application Development	Witness	Witness QM
Ticket	3/24/2010	128629	Standard	Closed	Need two listening stations setup for agents to listen to thier own calls.	Kenton Young	E092290	Entered on 03/25/2010 at 13:12:54 PDT (GMT-0700) by Kenton Young: Installed computer in requested cubicles. Entered on 03/24/2010 at 08:45:08 PDT (GMT-0700) by Alfredo Martinez: We need a computer set up at Deny's old desk and Freda's old desk. Both computers will need Avaya Viewer and Witness installed.	Desktop Support	Hardware	Desktop
Ticket	3/25/2010	128965	Standard	Closed	Needs IE downgraded to 7 for witness	Leonard Paraiso	Larone Thompson	Entered on 03/26/2010 at 13:49:43 PDT (GMT-0700) by Leonard Paraiso: Downgraded. Entered on 03/25/2010 at 14:46:15 PDT (GMT-0700) by Larone Thompson: User states that he needs to be downgraded from version 8 to 7 for Internet Explorer to use witness. User is located in chattsworth.	Desktop Support	Software	
Ticket	3/25/2010	128969	Standard	Closed	need to down grade internet explorer	Leonard Paraiso	E092548	Entered on 03/29/2010 at 08:44:05 PDT (GMT-0700) by Leonard Paraiso: Uninstalled IE8 and user was reverted back to IE6. I installed IE7 thereafter. Entered on 03/25/2010 at 14:49:09 PDT (GMT-0700) by Laura Parra: Hello-	Desktop Support	Software	Other

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								I would need to down grade internet explorer from 8 to 7 so I can utilize witness program.			
Ticket	3/25/2010	128971	Severe	Closed	downgrade internet explorer	Leonard Paraiso	E102439	Entered on 03/29/2010 at 08:57:26 PDT (GMT-0700) by Leonard Paraiso: User had IE6. Installed IE7. Entered on 03/26/2010 at 15:37:09 PDT (GMT-0700) by Rod Biejo: user is working with customers will down Monday morning Entered on 03/25/2010 at 14:49:33 PDT (GMT-0700) by Richard Neylan: downgrade internet explorer to IE7 to support witness access	Desktop Support	Software	Other
Ticket	3/26/2010	129142	Standard	Closed	DOWNGRADE IE8 TO IE7	Rod Biejo	E090443	Entered on 03/26/2010 at 15:42:17 PDT (GMT-0700) by Rod Biejo: IE8 downgraded to IE7 Entered on 03/26/2010 at 13:19:09 PDT (GMT-0700) by Carole Kennedy: UNABLE TO USE WITNESS WITH IE8 - PLEASE DOWNGRADE TO IE7 - THANK YOU	Service Desk	User Access Request	
Ticket	3/26/2010	129208	Standard	Closed	IE Downgrade	Kenton Young	Rodvel Velasquez	Entered on 03/26/2010 at 16:53:33 PDT (GMT-0700) by Kenton Young: Downgraded IE to version 7. Now able to view Witness recordings. Entered on 03/26/2010 at 15:55:36 PDT (GMT-0700) by Rodvel Velasquez: User called in and requested to have IE downgraded to 7 so it can work with Witness Viewer	Desktop Support	Software	Sales
Ticket	3/29/2010	129289	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	Entered on 05/04/2010 at 15:57:37 PDT (GMT-0700) by E091774: In the Browser navigate to http://losccscvwview01/avaya Enter twccorp\<yourEID> Password = <your network password> Entered on 04/13/2010 at 11:18:05 PDT (GMT-0700) by Sandy Levine: Please update status on this ticket.	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Thank you! Entered on 03/29/2010 at 08:38:33 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Joseph Russ to grant Geraldine Beaty E089946 Witness Viewer. Tier 3 supervisor			
Ticket	3/29/2010	129388	Standard	Closed	Impact 360 PW Reset	E091774	Rodvel Velasquez	Entered on 04/26/2010 at 15:49:29 PDT (GMT-0700) by E091774: Temporary issue. Issue resolved itself. Entered on 03/29/2010 at 15:09:48 PDT (GMT-0700) by Rodvel Velasquez: User called in and said that she cannot get access to Impact 360 and would like her Password reset.	Application Development	Witness	Witness WFM
Ticket	3/29/2010	129423	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	Entered on 04/13/2010 at 16:51:55 PDT (GMT-0700) by E091774: Request complete. Entered on 04/13/2010 at 14:50:38 PDT (GMT-0700) by Sandy Levine: Please update customer with status. Thanks! Entered on 03/29/2010 at 16:49:19 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Gisele Grays to grant Jordan Wizner E071683 Witness viewer. Dispatch supervisor	Application Development	Witness	Witness QM
Ticket	3/30/2010	129523	Standard	Closed	Witness Issue	Seth Pizzo	Seth Pizzo	Entered on 03/30/2010 at 10:27:15 PDT (GMT-0700) by Seth Pizzo: Witness keeps saying retrieving call, but it never does. Cannot listen to calls. Removed Java 6 and user was able to retrieve calls.	Desktop Support	Software	Administration
Ticket	3/30/2010	129613	Standard	Closed	SARF - Witness QA for BPA Intl.	E091774	Sandy Levine	Entered on 04/01/2010 at 17:18:31 PDT (GMT-0700) by E091774: Request complete. Closing Ticket. Entered on 04/01/2010 at 17:10:42 PDT (GMT-0700) by E091774:	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Sara Guzman should be V226481</p> <p>Entered on 03/30/2010 at 15:18:23 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARFs signed by Adam Felmlee to grant the following Witness QA access:</p> <p>Julie Morrison V226469 Michael Carty V226477 Donna McDonald V226460 Christina Benjamin V226456 Shelly Pompey V226482 Rafael Pinto V188414 Sara Guzman V176481 Stanley White V188415 Michelle McCurdy V226478 Christina Pastore V226457 Jason Hanna V226468 Horace Allen V226467 Michael Knieling V188419 Aldo Alvarez V226452 Elisabete de Sousa V226464</p> <p>BPA Intl.</p>			
Ticket	3/31/2010	129737	Standard	Closed	Unable to use the Avaya Viewer - Error message continues to appear.	Kenton Young	E092290	<p>Entered on 04/01/2010 at 11:34:22 PDT (GMT-0700) by Kenton Young:</p> <p>Re-installed IE 7.</p> <p>Entered on 04/01/2010 at 08:44:52 PDT (GMT-0700) by Kenton Young:</p> <p>Re-installed IE 7 and updates. A Martinez unavailable for testing.</p> <p>Entered on 03/31/2010 at 14:27:34 PDT (GMT-0700) by E091774:</p> <p>This appears to be IE 8 related. Please downgrade the browser to IE 7 by uninstalling IE 8. Thanks.</p> <p>Entered on 03/31/2010 at 09:26:07 PDT (GMT-0700) by Alfredo Martinez:</p> <p>I have attached an image of the error message. I receive this message everytime I attempt to listen to a call in the Avaya Viewer.</p>	Application Development	Witness	Witness QM
Ticket	3/31/2010	129797	Standard	Closed	Witness QA Monitoring Link Does Not Load	Unassigned	E045751	Entered on 03/31/2010 at 11:12:05 PDT (GMT-0700) by Rodolfo Valles:	Desktop Support	Software	Other

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Works now. Thank you. Entered on 03/31/2010 at 11:09:20 PDT (GMT-0700) by Rodolfo Valles: http://losonccbdr01:8285/qm/ The link for Witness will not load. I get a page with the following text. NullPointerException: Missing or invalid source parameter null java.lang.NullPointerException			
Ticket	3/31/2010	129807	Standard	Closed	Witness Does Not Load	E091774	E045751	Entered on 03/31/2010 at 15:03:40 PDT (GMT-0700) by E091774: Required downgrade to IE 7 and have his Role in QM adjusted from Agent to Supervisor. Closing ticket. Entered on 03/31/2010 at 14:24:29 PDT (GMT-0700) by George Garcia: Java version is 5.14 and no further errors. Still not loading anything, just a blank page with menu option, can you verify user has rights to use. Thank you. Entered on 03/31/2010 at 11:23:55 PDT (GMT-0700) by Rodolfo Valles: I get this message when trying to use Witness.	Desktop Support	Software	Customer Care
Ticket	3/31/2010	129891	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	Entered on 04/13/2010 at 16:59:00 PDT (GMT-0700) by E091774: Request complete. Entered on 04/13/2010 at 10:19:30 PDT (GMT-0700) by Jesse Gonzalez: Could we get an ETA on this request please. Entered on 03/31/2010 at 16:05:57 PDT (GMT-0700) by Sandy Levine: Received SARF signed by John Gomez to grant Aaron Sforza E056936 Witness viewer access.	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
Ticket	3/31/2010	129916	Standard	Closed	360 Unknown error saving schedule to calender	E091774	E090917	Entered on 04/01/2010 at 11:27:23 PDT (GMT-0700) by E091774: Ran clean up script to clear duplicates. Entered on 03/31/2010 at 17:45:41 PDT (GMT-0700) by Connie Landino: unknown error will not run schedules.	Application Development	Witness	Witness WFM
Ticket	4/1/2010	129978	Standard	Closed	No Visual in witness for Glenda Cerrato	E091774	E091573	Entered on 04/05/2010 at 16:34:09 PDT (GMT-0700) by E091774: All Collections agents are now recording screen. Closing Ticket Entered on 04/05/2010 at 16:22:31 PDT (GMT-0700) by Sajid Mukadam: dns record cleared. Entered on 04/01/2010 at 14:50:52 PDT (GMT-0700) by E091774: Station loshoccccd31720 is resolving to a ping in the los.twcable.com instead of corp.twcable.com. Reassigning ticket to Sajid to correct DNS resolution and clear DHCP cache. Entered on 04/01/2010 at 14:36:30 PDT (GMT-0700) by E091774: Awaiting feedback with additional station information. Entered on 04/01/2010 at 09:48:46 PDT (GMT-0700) by Esperanza Davalos: There is no visual for all calls recorded in witness- Collections agent Glenda Cerrato. Glenda Cerrato Avaya# 39727	Application Development	Witness	Witness QM
Ticket	4/1/2010	129988	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	Entered on 06/28/2010 at 10:16:41 PDT (GMT-0700) by E091774: Request complete. You will need to make certain Internet Explorer ver. 7 is running. IE ver 8 will not work properly. from your browser access http://loshoccwview01/avaya when prompted enter 'twccorp\yourEID' and your network password.	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Entered on 04/01/2010 at 10:11:27 PDT (GMT-0700) by Sandy Levine:</p> <p>Recevied SARFs signed by Orlando Hadnot to grant the following Witness viewer access:</p> <p>Roxana Rivera E092711 Edwin Gabuardi E091765 Marsha Futrell -McCullough E091692 Christian Duran E103258 Susana Torres E093035</p>			
Ticket	4/1/2010	130013	Standard	Closed	Witness Not Recording	E091774	Rodvel Velasquez	<p>Entered on 04/01/2010 at 14:14:49 PDT (GMT-0700) by E091774:</p> <p>This station was formerly a supervisor station and so was not included in the monitored stations configuration in Witness. I have added the station into the system and we can now monitor this station. Closing ticket upon Elizabeth's approval.</p> <p>Entered on 04/01/2010 at 10:58:28 PDT (GMT-0700) by Rodvel Velasquez:</p> <p>User called in and said that an Agent is not being recorded on Witness.</p> <p>Agent Information Name: Count Fields E091711 Avaya Login: 39079 Ext: 31725 Supervisor: Elizardo Campos E130682</p>	Application Development	Witness	Witness QM
Ticket	4/1/2010	130102	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	<p>Entered on 04/19/2010 at 16:48:01 PDT (GMT-0700) by E091774:</p> <p>Request complete.</p> <p>go to http://losccscwview01/avaya</p> <p>enter twccorp\<yourEID></p> <p>PW Enter your network password.</p> <p>Entered on 04/01/2010 at 15:45:30 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARFs signed by Joe Russ to grant the following Witness Viewer:</p> <p>Kelly Robinson E090801</p>	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Gary Pullen E090746			
Ticket	4/1/2010	130116	Standard	Closed	Witness QM Issue	Tai Do, Michael Zebrow, E091774	Rodvel Velasquez	Entered on 04/05/2010 at 17:31:24 PDT (GMT-0700) by Michael Zebrow: This problem has been corrected, and verified by Witness Administration (Liam Galleran) Entered on 04/01/2010 at 16:22:11 PDT (GMT-0700) by Rodvel Velasquez: User called in to report that the recordings in Witness are out of sync. They are not recording when the actual call comes in. In the Culver City Call Center	Application Development	Witness	Witness QM
Ticket	4/2/2010	130309	Standard	Closed	witness password needs to be reset	Tanisha Walker	Tanisha Walker	Entered on 04/02/2010 at 15:27:16 PDT (GMT-0700) by Tanisha Walker: gave user http://losonccwfmapi02:7001/wfo/control/password_reset as my acct is currently locked..	Service Desk	User Access Request	Witness
Ticket	4/5/2010	130470	Project	Closed	ECM_Reboot Witness Recording Servers - Linux	CAB. Individual Users: Michael Zebrow	Michael Zebrow	Entered on 04/06/2010 at 13:13:24 PDT (GMT-0700) by Denise Spicer: CAB status: Emergency CR Approved Per CAB meeting, the change was completed successfully and the ticket can be closed. Entered on 04/05/2010 at 09:30:27 PDT (GMT-0700) by Michael Zebrow: Witness server reboot required to clear cache in database. System performance is degraded, and we are currently at risk of losing recording data. Reboot systems LOSCSCCQALNX01, LOSCSCCQALNX02, and restart Witness TDI application	CR - IT USE ONLY	Systems CR	
Ticket	4/5/2010	130512	Standard	Closed	SARF - Witness viewer	E091774	Sandy Levine	Entered on 04/05/2010 at 13:09:08 PDT (GMT-0700) by E091774: Request complete. Entered on 04/05/2010 at 10:50:21 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Marilyn Haynes for Witness Viewer for Rudy Valles E045751. Acting supervisor	Application Development	Witness	Witness QM
Ticket	4/5/2010	130611	Request	Closed	Witness Records	Richard Kuhn, E091774	Melissa Tucker	Entered on 04/13/2010 at 15:25:38 PDT (GMT-0700) by Richard Kuhn: The results of this query are attached to this ticket, I will also email the results to the requests For some reason on 3/21 the process I used to pull data only was able to find 427	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>records for Van Nuys Instead of delaying the results I will send out as is. All other times and locations got the full 1000 per time frame.</p> <p>Entered on 04/09/2010 at 12:52:45 PDT (GMT-0700) by Richard Kuhn:</p> <p>After talking with melissa I will provide a list of the first 1000 calls for each witness location starting at 1pm between 18 and 22nd of march resulting in 20,000 records in total over 5 days.</p> <p>Entered on 04/05/2010 at 16:36:47 PDT (GMT-0700) by E091774:</p> <p>Per Melissa's ticket request, I am including Rich Kuhn on the Ticket.</p> <p>Entered on 04/05/2010 at 15:15:25 PDT (GMT-0700) by Melissa Tucker:</p> <p>In the Witness (Avaya viewer) there's a summary page that lists each record, can we place that data on an excel file so I can cross reference it with our CSAT and CTI data.</p> <p>If you are able to provide data in that format, we would need 5k records for each division (metro, north and south) and the date range is 2/23/10 to 3/22/10.</p> <p>Please assign to Richard Kuhn</p>			
Ticket	4/5/2010	130646	Standard	Closed	SARF - Witness viewer	E091774	Sandy Levine	<p>Entered on 04/13/2010 at 13:08:17 PDT (GMT-0700) by E091774:</p> <p>Request complete.</p> <p>Entered on 04/05/2010 at 16:15:59 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by Keron Singh to grant Jacqueline Jackson E103492 access to Witness viewer.</p>	Application Development	Witness	Witness QM
Ticket	4/5/2010	130647	Standard	Closed	SARf - Witness viewer	E091774	Sandy Levine	<p>Entered on 05/04/2010 at 15:41:00 PDT (GMT-0700) by E091774:</p> <p>Request complete.</p> <p>In the Browser navigate to http://losccscwview01/avaya</p> <p>Enter twccorp\<yourEID> Password = <your network password></p>	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 04/05/2010 at 16:17:50 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Joe Russ to grant Lucia Bueno E090021Witness viewer.			
Ticket	4/5/2010	130677	Standard	Closed	SARF - Witness QA for all locations	E091774	Sandy Levine	Entered on 06/28/2010 at 09:57:38 PDT (GMT-0700) by E091774: Completed months back but didn't close ticket. Entered on 04/05/2010 at 17:01:28 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Sumita Kumar for Witness QA access for all locations for Melissa Tucker E089771.	Application Development	Witness	Witness QM
Ticket	4/5/2010	130685	Project	Closed	ECM_Change Witness Recordings Server NIC 100_Full Hollywood	CAB. Individual Users: Michael Zebrow	Michael Zebrow	Entered on 04/06/2010 at 13:17:26 PDT (GMT-0700) by Denise Spicer: CAB status: Emergency CR Approved Per CAB meeting, the change was completed successfully and the ticket can be closed. Entered on 04/05/2010 at 17:45:22 PDT (GMT-0700) by Michael Zebrow: Witness call recordings in Hollywood are out of sync. In checking the NIC setting noticed set to Auto/Auto (Speed/Duplex). All witness recording servers require 100/Full NIC setting in order to properly sync.(reference ticket #130116)	CR - IT USE ONLY	Systems CR	
Ticket	4/7/2010	131076	Severe	Closed	Witness is not recording calls - Van Nuys	E091774	E142728	Entered on 04/29/2010 at 16:22:05 PDT (GMT-0700) by E091774: Per Glenn... Liam, Thank you for the explanation that even I can understand. From what you have told me, I feel confident that we are best served by not implementing the patch. Tony has said that as long as the risk is minimal then we are good to go. Maria agrees as well. Thank you, Glenn S. McCallister Operations Mgr. QA\ReM Closing ticket Entered on 04/08/2010 at 11:46:54 PDT (GMT-0700) by E091774:	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Restarted the CSCM and BDR services and this issue is resolved. See Ticket Information.</p> <p>Entered on 04/08/2010 at 11:03:19 PDT (GMT-0700) by Ruben Navarro:</p> <p>Newflash created and event added to IT calendar.</p> <p>Entered on 04/07/2010 at 15:03:28 PDT (GMT-0700) by E091774:</p> <p>Agent field appears to not be populating in the database. looking for feedback from telecom regarding the overnight medpro updates to see if that would have affected CTI data.</p> <p>Entered on 04/07/2010 at 14:30:46 PDT (GMT-0700) by E091774:</p> <p>Dropping priority level. The system is recording. I tested and played back recordings. Investigating why recordings are not appearing in the client.</p> <p>Entered on 04/07/2010 at 11:53:10 PDT (GMT-0700) by Ruben Navarro:</p> <p>Witness is not recording any calls in Van Nuys - Covello Facility.</p>			
Ticket	4/12/2010	131708	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	<p>Entered on 04/13/2010 at 13:09:41 PDT (GMT-0700) by E091774:</p> <p>Request complete</p> <p>Entered on 04/12/2010 at 11:50:41 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by Jana McEachin to grant Jason Steuert E090934 Witness viewer access.</p>	Application Development	Witness	Witness QM
Ticket	4/12/2010	131752	Standard	Closed	calls in witness dropping audio	Unassigned	E091058	<p>Entered on 04/26/2010 at 13:35:24 PDT (GMT-0700) by Christopher Somsak:</p> <p>The network related issues were resolved over a week ago. There have been no network related issues reported since then.</p> <p>Entered on 04/26/2010 at 12:06:48 PDT (GMT-0700) by E091774:</p> <p>This issue is sporadic, random and without pattern. This does not appear to be caused by any internal Witness configuration or server malfunction. There have been recent network anomalies that would cause this to occur due to lost packets. Forwarding ticket to Net Ops for review and if network issues have been resolved, to close the ticket.</p>	Desktop Support	Software	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category	
								Entered on 04/12/2010 at 14:11:16 PDT (GMT-0700) by Diane Weissenfluh: calls dropping in witness. Example File Numbers 20100410V7008098; 20100410V7002301; 201004127007230				
Ticket	4/12/2010	131824	Standard	Closed	Unable to access Witness	Dan Sheehan	E088915	Entered on 04/14/2010 at 11:34:25 PDT (GMT-0700) by Dan Sheehan: User is on IE 8 but is getting a new computer this afternoon and IE 7 is on the new computer Entered on 04/12/2010 at 17:14:48 PDT (GMT-0700) by Daniel Coronado: Unable to access Witness	Desktop Support	Software		
Ticket	4/13/2010	131987	Standard	Closed	New agent, Shacoya Brim E142822 is not being captured by Witness.	Kenton Young	Fernando Valdivia	Entered on 04/15/2010 at 09:52:35 PDT (GMT-0700) by Kenton Young: Agent now being monitored. Entered on 04/13/2010 at 14:54:37 PDT (GMT-0700) by Fernando Valdivia: Angelica spoke with Liam and he mentioned that Kenton will have to go out to register the station to start recording in witness.	Application Development	Witness	Witness QM	
Ticket	4/13/2010	131989	Project	Closed	Witness only recording one screen from newly installed dual monitors.	Kenton Young	Fernando Valdivia	Entered on 04/15/2010 at 09:53:28 PDT (GMT-0700) by Kenton Young: Installed Witness dual monitor patch, Witness is now recording both screens. Entered on 04/13/2010 at 14:56:31 PDT (GMT-0700) by Fernando Valdivia: Recently installed dual monitors are only recording one screen.	Desktop Support	Hardware		
Ticket	4/14/2010	132143	Project	Closed	CR Add Storage to Witness Viewer Server LOSONCCWVIEW	Michael Zebrow	Michael Zebrow	Entered on 05/21/2010 at 08:59:04 PDT (GMT-0700) by Michael Zebrow: The request was resubmitted under CM #124. Entered on 05/03/2010 at 10:19:35 PDT (GMT-0700) by Michael Zebrow: Information provided to Brian Sickles. He will evaluate, and if still required, will request approval from Sagi. Entered on 04/20/2010 at 13:10:21 PDT (GMT-0700) by Denise Spicer: CAB status: Not Approved As discussed in the CAB, the need for this change should be reviewed and confirmed given that we will be migrating to the corporate Witness system in 3Q. Back to Mike to	CR - IT USE ONLY	Systems CR		

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>follow up with Jim McMicken on this.</p> <p>Entered on 04/14/2010 at 11:37:18 PDT (GMT-0700) by Michael Zebrow:</p> <p>Witness viewer server database is approximately 96-98GB on a 106GB logical disk. This disk usage level is above 90% utilization. A new 292GB storage partition will be created. Once created, the DB will be shutdown, and copied to the new logical disk. The new logical disk will be re-assigned as D:\ (current DB location), and the DB brought back online.</p>			
Ticket	4/15/2010	132310	Standard	Closed	Configure computer at supervisor counseling desk	Dan Sheehan	E038744	<p>Entered on 04/22/2010 at 13:53:45 PDT (GMT-0700) by Dan Sheehan:</p> <p>Reimaged the computer and made sure that it had IE 7 and Java version 14. Going to have Kevin test it to make sure that it works</p> <p>Entered on 04/19/2010 at 09:11:34 PDT (GMT-0700) by Dan Sheehan:</p> <p>Have to reimagine this system because can not remove IE8 from the system</p> <p>Entered on 04/15/2010 at 10:01:06 PDT (GMT-0700) by Dan Sheehan:</p> <p>Will take care of this tomorrow when I am there to finish the Network Connectivity in the Board room</p> <p>Entered on 04/15/2010 at 09:01:17 PDT (GMT-0700) by JoAnne Walker:</p> <p>Need to configure workstation to run Witness QM. Need Internet Explorer version 7 and correct Java version for application to run correctly.</p> <p>I will be out of office Mon. & Tue. 4/19-4/20, so please contact Marilyn Haynes (714-903-8203) or Kevin Muniz (903-8470) in my absense.</p>	Desktop Support	Software	Customer Care
Ticket	4/15/2010	132375	Project	Closed	CR Critical MS Service Pack Upgrade from SP1 to SP2 to support PCI	Michael Zebrow	Michael Zebrow	<p>Entered on 05/03/2010 at 10:18:13 PDT (GMT-0700) by Michael Zebrow:</p> <p>completed with issues. Reference PM Ticket #135189 for details.</p> <p>Entered on 04/28/2010 at 16:35:17 PDT (GMT-0700) by Michael Zebrow:</p> <p>Reminder notification sent to all business owners. thus far 2 tester have reconfirmed.</p> <p>Liam Galleram - witness</p> <p>Brian Berends - web</p> <p>Entered on 04/20/2010 at 13:12:36 PDT (GMT-0700) by Denise Spicer:</p> <p>CAB status: Approved & scheduled</p> <p>Assigning to Service Desk for notification as requested. When notification is complete</p>	CR - IT USE ONLY	Systems CR	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								please reassign to ticket submitter to close the ticket after the change is complete. Entered on 04/15/2010 at 12:31:29 PDT (GMT-0700) by Michael Zebrow: In order to be PCI compliant, Windows 2003 R2 systems listed below require update Service Pack 2 (SP2). All server listed will be upgraded to Service Pack 2 (SP2) on Thursday, April 29th from 4:00am – 5:30am with testing completed by 6:00 am.			
Ticket	4/15/2010	132410	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	Entered on 06/28/2010 at 09:55:24 PDT (GMT-0700) by E091774: update prior entry to access Van Nuys Witness Viewer. http://losvnccwview01/avaya Entered on 06/28/2010 at 09:52:53 PDT (GMT-0700) by E091774: Request complete, closing ticket. You will need to make certain Internet Explorer ver. 7 is running. IE ver 8 will not work properly. from your browser access http://loscsccwview01/avaya when prompted enter 'twccorp\yourEID' and your network password. Entered on 04/15/2010 at 14:17:26 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Maria DeSantiago to grant Andrew Ortega E092516 Witness Viewer access.	Application Development	Witness	Witness QM
Ticket	4/16/2010	132493	Standard	Closed	Witness not capturing 2nd screen	Jesse Gonzalez	Larone Thompson	Entered on 04/16/2010 at 08:15:33 PDT (GMT-0700) by Jesse Gonzalez: Checked display settings for users and applied witnessdualfix.exe by Tai. Entered on 04/16/2010 at 07:51:46 PDT (GMT-0700) by Larone Thompson: witness is not capturing the second screen for 4 users. There is info regarding this on the sharepoint document. Requires registry editing according to the notes. http://hertwcsharenet.corp.twcable.com/sites/west/it/desktop_support/IT Tech User	Desktop Support	Software	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Guide/Witness.aspx e130304 avaya ID 39907 e098657 Avaya ID 39234 e129151 Avaya ID 39363 e092976 Avaya ID 39203			
Ticket	4/16/2010	132612	Standard	Closed	Unable to log into Witness Viewer.	E091774	E124027	Entered on 04/20/2010 at 12:07:57 PDT (GMT-0700) by E091774: Issue resolved. Reset Viewer access. Log into http://lshocccwview01/avaya enter twccorp\<yourEID>PW = your network password. Entered on 04/20/2010 at 11:44:34 PDT (GMT-0700) by Jesse Gonzalez: Checked computer and it does have IE7, jre1.5.0_15 & WitCanvas.dll. Eric is using Marisol's old computer which she didn't have an issue with witness. Please check Eric's account since he took over Marisol's team effective today. Entered on 04/16/2010 at 13:59:09 PDT (GMT-0700) by Eric Kim: Unable to log into Witness Viewer. "Unable to log you in, please contact your system administrator. Create Object EyrlnfAdaptiveUI.Markup failed in Portal.ASP."	Desktop Support	Software	Administration
Ticket	4/19/2010	132728	Standard	Closed	Locked out of Witness - needs pw reset	Fernando Valdivia	Steve Stiles	Entered on 04/19/2010 at 09:45:23 PDT (GMT-0700) by Fernando Valdivia: Password has been reset to: password Entered on 04/19/2010 at 08:38:07 PDT (GMT-0700) by Steve Stiles: Needs pw reset on Culver City Witness Server - I don't have access - not sure of server used there, but could be on Hollywood Witness server; found properties info showing LOSHOCCEREC01:8285/... Thanks	Service Desk	User Access Request	Witness
Ticket	4/19/2010	132973	Standard	Closed	STATION NOT CONFIGURED IN WITNESS	E091774	E090166	Entered on 04/22/2010 at 16:21:28 PDT (GMT-0700) by E091774: Stations 75561 through 75577 have been added into the QM configuration.	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 04/19/2010 at 17:20:24 PDT (GMT-0700) by Gustavo Duran Venzor: Agent is not being recorded in witness, even though is able to log in normally. Linda Conway Sales I.D 79975 ... Avaya # 78015 Ext # 75575.. PC Name LOSCSCCCD75577 ..			
Ticket	4/20/2010	133042	Standard	Closed	Request for Viewer access Quality Monitoring Witness	Fernando Valdivia	E130071	Entered on 04/20/2010 at 09:36:58 PDT (GMT-0700) by Fernando Valdivia: Please contact any of the following people for account creation: Octavio Gonzalez Alejandro Leyva Ciria Abreo Entered on 04/20/2010 at 09:27:18 PDT (GMT-0700) by Joyce Richardson: Witness Monitoring - request for viewer access.	Desktop Support	Software	Other
Ticket	4/20/2010	133112	Request	Closed	Needs viewer access	Service Desk. Individual Users: E142728	Larone Thompson	Entered on 04/23/2010 at 12:55:40 PDT (GMT-0700) by Ruben Navarro: Please submit a SARF form to complete this request. Entered on 04/22/2010 at 16:38:02 PDT (GMT-0700) by E091774: This access requires a SARF approval. Please submit SARF. Entered on 04/22/2010 at 12:01:42 PDT (GMT-0700) by Jesse Gonzalez: User has IE7 and the WitCanvas.dll, but seems to not have permission to logon. http://loshocccwview01/avaya/ Entered on 04/20/2010 at 12:23:07 PDT (GMT-0700) by Larone Thompson: User called in requesting for jesse to come by and install the witness viewer for her. User is located in the hollywood call center.	Desktop Support	Software	
Ticket	4/20/2010	133219	Request	Closed	SARF - Network Access	Tri Tran	Sandy Levine	Entered on 04/21/2010 at 15:39:36 PDT (GMT-0700) by Tri Tran: Completed Entered on 04/21/2010 at 15:23:56 PDT (GMT-0700) by Tai Do: Per James, he wanted access to \\losoranfile01\it\witness to be granted to ONLY the following accounts: E092871, E091609, E140930, E059160, E092271. Everybody	NetOps	User Access Request - Netops	File Server

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								else's permission is to be removed from the folder Entered on 04/20/2010 at 16:24:34 PDT (GMT-0700) by Sandy Levine: Received SARF signed by James Mansell : no access to \\losoranfile01\it\witness except E092871, E091609, E140930, E059160, E092271			
Ticket	4/21/2010	133379	Standard	Closed	Witness Server	Application Development. Individual Users: E091774	E117222	Entered on 04/23/2010 at 17:14:35 PDT (GMT-0700) by E091774: Additional range has been added to both the CSM and BDR databases. Workstations, Telephones, and Workspaces have been built and are ready to go. Entered on 04/23/2010 at 13:56:33 PDT (GMT-0700) by Steve Stiles: Email between Andy J and COS IT: I concur. I believe we need him to add those new extensions to the end of the range for COS. Please let me know if that is completed I should then be able to add the workstations and telephones to be recorded. From: Stiles, Steve Sent: Friday, April 23, 2010 12:38 PMTo: Johnston, AndrewSubject: RE: Question about adding workstations to Witness Server Sorry Andy - got side tracked with AAD issues yesterday. Not sure about the range question. We don't have access to the server to even check the defined range. Guess it's time to kick it to Liam. Thanks, Steve From: Johnston, AndrewSent: Thursday, April 22, 2010 2:38 PMTo: Stiles, SteveSubject: RE: Question about adding workstations to Witness Server The first attempt results in an error stating the extensions listed were not part of the range of active numbers. Have the 77611-77615 been added to the range? From: Stiles, Steve Sent: Thursday, April 22, 2010 11:34 AMTo: Johnston, AndrewSubject: RE: Question about adding workstations to Witness Server	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Yes &ndash; phones and workstations are active.</p> <p>Thanks, Steve</p> <p>\rom: Johnston, Andrew Sent: Thursday, April 22, 2010 11:30 AMTo: Stiles, SteveSubject: RE: Question about adding workstations to Witness Server</p> <p>Have the phones at those extensions been activated yet?</p> <p>Entered on 04/22/2010 at 10:25:22 PDT (GMT-0700) by Steve Stiles:</p> <p>Fwd'd info to Andy to add workstations into Witness</p> <p>Entered on 04/22/2010 at 09:46:10 PDT (GMT-0700) by Steve Stiles:</p> <p>Sent req to Andrew Johnston RE: Witness M/A/C's</p> <p>Entered on 04/21/2010 at 12:19:22 PDT (GMT-0700) by Keron Singh:</p> <p>The following PCs need to be added to the witness server. LOSCSCCCCD77614,LOSCSCCCCD77615,LOSCSCCCCD77613,LOSCSCCCCD77612,LOSCSCCCCD77611.</p>			
Ticket	4/21/2010	133381	Standard	Closed	Witness viewer error	E091774	Larone Thompson	<p>Entered on 04/21/2010 at 14:11:00 PDT (GMT-0700) by E091774:</p> <p>No problem found. Played the call with her. Closing ticket.</p> <p>Entered on 04/21/2010 at 12:31:30 PDT (GMT-0700) by Larone Thompson:</p> <p>User is getting a error message when trying to listen to calls in witness viewer. Error is attached below.</p>	Application Development	Witness	
Ticket	4/21/2010	133382	Standard	Closed	Unable to Access Witness Viewer	Jesse Gonzalez	Adam Archuleta	<p>Entered on 04/22/2010 at 11:59:07 PDT (GMT-0700) by Jesse Gonzalez:</p> <p>Spoke with user, he is ok now.</p> <p>Entered on 04/21/2010 at 14:32:09 PDT (GMT-0700) by Larone Thompson:</p> <p>user submitted ticket</p>	Desktop Support	Software	Telecom

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 04/21/2010 at 12:32:39 PDT (GMT-0700) by Adam Archuleta: When using the Avaya Witness Viewer application the application shut down and I am not able to relaunch it.			
Ticket	4/21/2010	133397	Standard	Closed	Viewer debug error	Jesse Gonzalez	E092997	Entered on 06/04/2010 at 14:57:30 PDT (GMT-0700) by Jesse Gonzalez: Re-created profile on computer and was able to successfully logon and listen to calls. Entered on 06/04/2010 at 12:12:20 PDT (GMT-0700) by Ruben Navarro: User is still having problems opening any recordings. Changing status to open. Entered on 05/01/2010 at 10:35:28 PDT (GMT-0700) by wendy.bolanos@twcable.com: Hello, I am still unable to listen to calls. Do I need to open a new ticket? This is not working for me. IT logged in to my computer and it worked, but then IT also saw me log in immediately after and it did not work for me. Pls help, I need access to this immediately Entered on 04/27/2010 at 10:00:52 PDT (GMT-0700) by wendy.bolanos@twcable.com: I am still getting that error today. Entered on 04/26/2010 at 15:42:46 PDT (GMT-0700) by E091774: Logged onto the PC using RDC and tested the viewer and it worked perfectly. Multiple calls from multiple different searches played without error. No Problem found. Entered on 04/23/2010 at 09:28:53 PDT (GMT-0700) by Jesse Gonzalez: Removed and re-installed Java & copied WitCanvas.dll to the Java folder. Verified user had IE7 Still getting debug error when trying to listen to calls. Entered on 04/21/2010 at 14:30:17 PDT (GMT-0700) by Larone Thompson: user submitted ticket Entered on 04/21/2010 at 13:09:29 PDT (GMT-0700) by Wendy Bolanos: this is an issue i have been having for about a month on the 'viewer' system of witness. it's not the witness qa website where we hear call recordings and see screen activity. it's the other qa tool where we can hear all the "other" calls. This is off of avaya. this is the url: http://loshoccwview01/avaya/	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
Ticket	4/21/2010	133471	Standard	Closed	ACCESS TO REMOTE VIEWER	Service Desk. Individual Users: E142728	E090166	Entered on 04/23/2010 at 12:57:10 PDT (GMT-0700) by Ruben Navarro: Please submit a SARF form to complete this request for Witness Viewer. Entered on 04/21/2010 at 20:40:09 PDT (GMT-0700) by Thomas Hopfer: not sure were this goes Entered on 04/21/2010 at 16:47:46 PDT (GMT-0700) by Gustavo Duran Venzor: Request access to Remote Viewer. PC Name LOSCSCCCCD74477 Ext. 74477 JACK#4092	Desktop Support	Software	Other
Ticket	4/22/2010	133675	Standard	Closed	Witness QM - Need Correct Java Version for new laptop to work with application	Dan Sheehan	E104596	Entered on 04/23/2010 at 10:34:25 PDT (GMT-0700) by Dan Sheehan: User had the correct version of Java. Uninstalled and reinstalled the version. User was not there to test this. User can reopen the ticket if this did not work Entered on 04/22/2010 at 19:48:14 PDT (GMT-0700) by Kevin Muniz: Witness QM - Need Correct Java Version for new laptop to work with application. Getting error that states: The attempt to load the applet failed. You might need to install the Supervisor package. Please contact your System Administrator. See attached screen print.	Desktop Support	Software	Customer Care
Ticket	4/23/2010	133728	Standard	Closed	Witness Issue	E129670	E090516	Entered on 05/12/2010 at 14:08:20 PDT (GMT-0700) by Sajid Mukadam: Resolved. Entered on 05/07/2010 at 12:04:58 PDT (GMT-0700) by Sajid Mukadam: Removed dns entry. Liam to confirm if issue is fixed. Entered on 04/23/2010 at 13:09:34 PDT (GMT-0700) by Michael Allen2: Double checked settings on the PC - all fine... When I did an nslookup on the two hostnames both are listed in DNS having the same IP.... Assigned ticket to Sajid. H:\>nslookup loscsc(ccd75527Server: onccorpdc11.corp.twcable.comAddress: 10.88.48.40 Name: loscsc(ccd75527.corp.twcable.comAddress: 10.88.7.64	Desktop Support	Software	Other

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								H:\>nslookup loscsc75552Server: onccorpdc11.corp.twcable.comAddress: 10.88.48.40 Name: loscsc75552.los.twcable.comAddress: 10.88.7.64 Entered on 04/23/2010 at 10:05:18 PDT (GMT-0700) by Angell Lumba: All recordings for Elijah Langford, desk 75552 gives Audio of Elijah talking but shows Video of desk 75527. This is not happening vice versa. All connections are fine and agents are logging in correctly.			
Ticket	4/23/2010	133797	Standard	Closed	SARF - Witness Viewer	Application Development. Individual Users: E091774	Sandy Levine	Entered on 04/23/2010 at 16:29:04 PDT (GMT-0700) by E091774: Request complete, From your browser go to http://losonccwview/avaya Enter twccorp\<yourEID> PW = your network password Entered on 04/23/2010 at 12:59:40 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Gisele Grays to grant Steven Genera E089086 Witness viewer access.	Application Development	Witness	Witness QM
Ticket	4/23/2010	133864	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	Entered on 06/17/2010 at 13:42:54 PDT (GMT-0700) by E091774: Request Complete. Closing ticket. Entered on 04/23/2010 at 16:29:39 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Maria DeSantiago to create grant Yarenn Palacios E079889 Witness Viewer.	Application Development	Witness	Witness QM
Ticket	4/26/2010	133966	Standard	Closed	User called in to request to have new codes added to the escalation call tracker.	Richard Kuhn	Gary Daniels	Entered on 05/19/2010 at 15:59:05 PDT (GMT-0700) by Richard Kuhn: The request options have been added to the form Entered on 04/26/2010 at 13:13:22 PDT (GMT-0700) by Thomas Hopfer: Richard Kuhn stated to have this added to ticket Richard: Elizardo had a great idea that I believe would be great with implementing these new reasons. For reasons listed below, could the verbiage be changed from	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>&ldquo;Billing&rdquo; to &ldquo;Collections&rdquo;?</p> <p>Collections &ndash; P2P granted &ndash; Advised to pay higher amount</p> <p>Collections &ndash; P2P granted &ndash; Service disconnected</p> <p>Collections &ndash; Service disconnected &ndash; Extension request</p> <p>Collections &ndash; Payment arrangement request</p> <p>Collections &ndash; Charge of disputes (currently on the tracking report)</p> <p>Collections &ndash; Misapplied payment (currently on the tracking report)</p> <p>Collections &ndash; Overpayment</p> <p>Collections &ndash; \$2.99 payment processing fee</p> <p>Collections &ndash; Second extension request</p> <p>Collections &ndash; Payment made &ndash; Service disconnected</p> <p>Collections &ndash; Payment reversal &ndash; Service disconnected</p> <p>Collections &ndash; Billing dispute</p> <p>Collections - Complaint &ndash; Agent rude</p> <p>Collections - Complaint &ndash; Agent unwilling to help</p> <p>Collections - Other &ndash; Please specify</p> <p>Leeland Willis Time Warner Cable Interim Mentor &ndash; Inbound Collections Hollywood, Ca Ext 38149</p> <p>Entered on 04/26/2010 at 09:18:04 PDT (GMT-0700) by Gary Daniels:</p> <p>Please contact Leeland for more information.</p>			
Ticket	4/26/2010	133974	Severe	Closed	Witness Error 5002 prevents profile activation	Application Development. Individual Users: E091774	E090414	<p>Entered on 04/26/2010 at 11:59:06 PDT (GMT-0700) by E091774:</p> <p>This issue was caused by a hung Cognose service on the reports server. Stopped and started the service to restore this functionality. Confirmed with user. Closing ticket.</p> <p>Entered on 04/26/2010 at 09:47:12 PDT (GMT-0700) by Andrew Johnston:</p> <p>ERR 5002</p> <p>When trying to reactivate the use profile for one of the QA agents the 5002 error is generated. This agent is unable to perform their daily tasks as a results of this issue.</p>	Service Desk	User Access Request	Witness
Ticket	4/26/2010	133995	Standard	Closed	Black box does not load	Mario Polanco	E112834	Entered on 04/27/2010 at 09:53:44 PDT (GMT-0700) by Mario Polanco:	Desktop	Software	Customer Care

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								replaced, system. Entered on 04/27/2010 at 09:53:40 PDT (GMT-0700) by Mario Polanco: replaced, system. Entered on 04/26/2010 at 10:41:47 PDT (GMT-0700) by Octavio Gonzalez: Black Box is not loading on pc (losoncccd229d), agent is not being captured correctly by witness.	Support		
Ticket	4/26/2010	134013	Request	Closed	PC Name & Extension don't match - causing Witness QM issues	Jimmy Lam-My	E127899	Entered on 05/03/2010 at 15:18:39 PDT (GMT-0700) by Jimmy Lam-My: Discovered that PC and phone unit was moved instead of just the PC. Relocated PC back to original location and verified that each phone unit responded to the correct extension noted on the Avaya CM software and matches the PC name. Entered on 04/26/2010 at 13:28:37 PDT (GMT-0700) by Jimmy Lam-My: Someone moved the PC without informing IT, which is the cause of this issue. Client will ask a DSP supervisor to call me tomorrow. The PC's need to be switched back and phone data re-downloaded. Entered on 04/26/2010 at 11:52:44 PDT (GMT-0700) by Amanda Thomason: PC name and extension don't match since desk move which has caused problems with screen capture in Witness for this agent: Cathy Walker Ext. 34270, PC Name: losorpcdid34259.	Desktop Support	Hardware	Desktop
Ticket	4/26/2010	134107	Severe	Closed	SAR- Avaya Viewer	E091774	Sandy Levine	Entered on 05/07/2010 at 12:52:27 PDT (GMT-0700) by E091774: Request complete. From your browser goto http://losvnccwview01/avaya enter twccorp\<yourEID> Password = <your network password> Make certain you are running IE 7. Explorer 8 will not function properly. Entered on 05/07/2010 at 11:50:34 PDT (GMT-0700) by Ruben Navarro:	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								User need to have access to complete job functions. Increasing priority. Entered on 04/26/2010 at 16:38:51 PDT (GMT-0700) by Sandy Levine: Recieved SARF signed by Scott Nelson to grant Jose Castaneda E091431access to witness viewer. Working for dispatch			
Ticket	4/27/2010	134170	Standard	Closed	Covello Witness error message	E091774	E013719	Entered on 04/29/2010 at 16:27:49 PDT (GMT-0700) by E091774: Elaine confirmed issue has stopped. Agreed to close the ticket. Entered on 04/28/2010 at 14:26:39 PDT (GMT-0700) by E091774: Unable to reproduce errors. e-Mailed Elaine for further explanation and or examples. Entered on 04/27/2010 at 09:03:04 PDT (GMT-0700) by Elaine DeLeon: receiving error message 1144 and 1307	Application Development	Witness	Witness QM
Ticket	4/28/2010	134396	Standard	Closed	Witness not pulling data, showing blank.	E091774	Fernando Valdivia	Entered on 04/28/2010 at 14:01:48 PDT (GMT-0700) by E091774: Issue resolved. No problem found, no action taken. Possible network timeout is the cause. reload attempts clears the issue. Entered on 04/28/2010 at 08:40:50 PDT (GMT-0700) by Fernando Valdivia: Receiving blank page when trying to retrieve call log, left hand corner states that it was done. Has been able to access before. Garden Grove allows to get in. CS, Hollywood, Covello are not working. E090443 Kennedy, Carole - has same issue but with access to Covello but not the other 3.	Application Development	Witness	Witness QM
Ticket	4/28/2010	134401	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	Entered on 05/21/2010 at 17:03:10 PDT (GMT-0700) by E091774: Request complete. Make certain your browser is Internet Explorer-7. IE-8 will not work properly. goto http://loscsccwview01/avaya	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								At the prompt enter twccorp\<yourVID> password= <your network password> Entered on 04/28/2010 at 08:45:52 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Joseph Russ to grant Rachel Sipe E090893 Witness viewer.			
Ticket	4/28/2010	134428	Standard	Closed	No Video capture or cross recording in Witness	E091774, E129670	E112834	Entered on 05/07/2010 at 13:30:10 PDT (GMT-0700) by E091774: Octavio validated the fix. Closing the ticket. Entered on 05/05/2010 at 13:25:23 PDT (GMT-0700) by E091774: as a workaround I added full resolution to the PC name by adding .corp.twcable.com in order to access the correct station. DNS/DHCP cache still needs to be cleared of remnant "*.los.twcable.com" container relationships. Entered on 05/04/2010 at 16:32:01 PDT (GMT-0700) by E091774: Checked wit Octavio to see if the network upgrade last night cleared this issue. Agent is not scheduled to be in until tomorrow. Will check back. Entered on 04/29/2010 at 16:16:01 PDT (GMT-0700) by Sajid Mukadam: Cannot delete the record in DNS - access denied. Entered on 04/28/2010 at 10:06:45 PDT (GMT-0700) by E091774: Assigning ticket to Sajid. This is a DNS DHCP cache sync issue. Ping response and tracert to the responding IP aren't matching up. Entered on 04/28/2010 at 09:50:00 PDT (GMT-0700) by Octavio Gonzalez: pc losonccccd229d is being captured with no video, and there are times that the video is cross recorded with another agent in Witness	Application Development	Witness	Witness QM
Ticket	4/28/2010	134435	Standard	Closed	SARF - Witness Supervisor	Sandy Levine	Sandy Levine	Entered on 04/30/2010 at 12:09:34 PDT (GMT-0700) by Sandy Levine: This is for My Quality, Elaine O'Hara is going to grant the access. Entered on 04/28/2010 at 16:52:28 PDT (GMT-0700) by Sandy Levine:	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								This is for Witness Supervisor access. Entered on 04/28/2010 at 10:03:55 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Marilyn Haynes to grant Rudy Valles E045751 Witness Viewer. Acting Supervisor			
Ticket	4/28/2010	134566	Request	Closed	resolution for computer 31183	Jesse Gonzalez	E131077	Entered on 04/29/2010 at 08:22:32 PDT (GMT-0700) by Jesse Gonzalez: Resolution adjusted. Certain resolution are not supported by Witness, hence the reason it is locked. Entered on 04/28/2010 at 15:19:05 PDT (GMT-0700) by E131077: My computer has the resolution option disabled. Would be very nice for me to be able to customize it for easier navigating through acsr and through websites while working.	Desktop Support	Software	Customer Care
Ticket	4/28/2010	134606	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	Entered on 05/04/2010 at 16:00:14 PDT (GMT-0700) by E091774: In the Browser navigate to http://losccscview01/avaya Enter twccorp\<yourEID> Password = <your network password> Entered on 04/28/2010 at 16:57:56 PDT (GMT-0700) by Sandy Levine: Received SARFs signed by Keron Singh to grant the following Witness viewer access: Lauren Florman E081661 Wayne Buchanan E095101 Justin Tucker E069483	Application Development	Witness	Witness QM
Ticket	4/29/2010	134653	Standard	Closed	Witness in GG and CC went down all of witness may be affected	E091774	Tanisha Walker	Entered on 04/29/2010 at 16:06:19 PDT (GMT-0700) by E091774: This was caused by the MS Service Pack 2 upgrade Net ops and Corporate TSG found the Registry changes and corrected them. Production restored. Closing ticket. Entered on 04/29/2010 at 08:31:34 PDT (GMT-0700) by Tanisha Walker: http://losonccbdr01:8285/qm/ page can't be displayed... http://loshoccerrec01:8285/qm timing out	Application Development	Witness	
Ticket	4/29/2010	134657	Severe	Closed	Witness is not working	E091774	E092644	Entered on 04/29/2010 at 16:05:18 PDT (GMT-0700) by E091774: This was caused by the MS Service Pack 2 upgrade Net ops and Corporate TSG found	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								the Registry changes and corrected them. Production restored. Closing ticket. Entered on 04/29/2010 at 08:46:39 PDT (GMT-0700) by Elizabeth Long: Witness freezes up while trying to open the application. It doesn't allow me to even log into it. I've tried refreshing the page and opening a brand new page but have had no luck.			
Ticket	4/29/2010	134668	Severe	Closed	Witness not working	E091774	E091801	Entered on 04/29/2010 at 16:03:38 PDT (GMT-0700) by E091774: This was caused by the MS Service Pack 2 upgrade Net ops and Corporate TSG found the Registry changes and corrected them. Production restored. Closing ticket. Entered on 04/29/2010 at 09:19:41 PDT (GMT-0700) by Lili Garcia: Witness is not loading up. I tried rebooting several times, but I haven't been successful.	Desktop Support	Software	Customer Care
Ticket	4/29/2010	134674	Standard	Closed	Witness not loading - http://loshoccerec01:8285/qm/login.jsp	Service Desk	E092290	Entered on 04/29/2010 at 11:25:42 PDT (GMT-0700) by Tanisha Walker: closing as this is a global issue thru region,, net ops and app coordinator are workin on htis and 134678 Entered on 04/29/2010 at 09:39:03 PDT (GMT-0700) by Alfredo Martinez: When attempting to access the following website, explorer freezes: http://loshoccerec01:8285/qm/login.jsp	Service Desk	General Questions/Other	
Ticket	4/29/2010	134678	Standard	Closed	Avaya Viewer shuts down after every attempt to search for a call.	Service Desk	E092290	Entered on 04/29/2010 at 11:27:20 PDT (GMT-0700) by Tanisha Walker: duplicate issue avaya viewer and witness are on the same server... Entered on 04/29/2010 at 09:45:56 PDT (GMT-0700) by Alfredo Martinez: Avaya Viewer shuts down after every attempt to search for a call.	Service Desk	General Questions/Other	
Ticket	4/29/2010	134706	Project	Closed	ProbMgmt Delayed printing	Unassigned	Lindsay Fiske	Entered on 11/05/2010 at 08:21:41 PDT (GMT-0700) by Christopher Somsak: Resolution: Change ACSR server to use host file lookup prior to DNS for printer IP resolution. Entered on 10/11/2010 at 14:06:54 PDT (GMT-0700) by Christopher Somsak:	Network Services	Connectivity Issue	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Printer tests not conclusive. Unable to replicate issue on test printer.</p> <p>Entered on 09/13/2010 at 16:10:03 PDT (GMT-0700) by Christopher Somsak:</p> <p>Printer is setup. Still waiting on CSG for printer ID creation.</p> <p>Entered on 09/07/2010 at 10:14:19 PDT (GMT-0700) by Christopher Somsak:</p> <p>Reboot did not resolve the issue. Working to setup test printer.</p> <p>Entered on 08/24/2010 at 09:11:10 PDT (GMT-0700) by Christopher Somsak:</p> <p>Print server is being rebooted tonight as recommended by CSG.</p> <p>Entered on 08/16/2010 at 13:31:11 PDT (GMT-0700) by Christopher Somsak:</p> <p>Issue looks to be getting worse, affecting sites with just CSG printing. After reviewing the server print daemon status, there are hundreds of stuck jobs dating back to the beginning of the year. Escalated to Systems to clear print queues during maintenance window to see if that helps performance.</p> <p>Entered on 07/19/2010 at 13:56:45 PDT (GMT-0700) by Christopher Somsak:</p> <p>Checking with techs on some questions regarding print types.</p> <p>Entered on 07/02/2010 at 10:45:02 PDT (GMT-0700) by Christopher Somsak:</p> <p>Per Gerardo Bran:</p> <p>In regards to latency with printouts from VPN connected sites, I've notice the majority of the time when there is latency issues it deals with printouts from CSG to one of the networked printers, not to the Oki receipt printers but one of the network printers (either an HP or Xerox network printer). Another time when I've notice the latency with print outs at those sites is when is a large size print out, usually a picture(Gif, Jpeg, Bmp) or clip art. Hopefully that helps out with the printing issues.</p> <p>Another Issue that I've noticed is that at some sites the latency issues extend past the printing. For example the Covina cable store, has had latency issues since before the Time Warner merger, that site relies on a cable modem to connect to our network. I've been to that site and witnessed the latency; for example when they have to bring up CSG or if there is a CSG upgrade that needs to take place, you can see how slow the transfer rate is to the server. Another location that has latency problems is City of Industry (the Salt Lake location), that's a larger site is host to</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category			
								<p>multiple departments which have complaints of latency to most network resources. In the case of the City of Industry building latency, they're also going through a cable modem; the quick fix for that one might be to get the connection from the Head End next door to them instead of going through a modem. I'm sure there are more sites that I didn't list having similar problems, but this are some of the ones I'm aware of. I hope this info helps you out.</p> <p>Entered on 06/03/2010 at 13:57:05 PDT (GMT-0700) by Christopher Somsak:</p> <p>Reached out to Desktop supervisors to gather initial troubleshooting and what they experienced.</p> <p>Entered on 04/29/2010 at 10:37:05 PDT (GMT-0700) by Lindsay Fiske:</p> <p>several sites have complained about delays in printing - from the time that they start to print until the time that the printing is complete. Some sites are complaining about only one printer, other are saying that all print jobs take longer than they did in the past. Below are sites and the tech associated with the site.</p> <p>Sites are: Hermosa Beach - Lindsay - 10 - 15 minutes to print Corona ops is 560 s. Promenade - Marrio - he has them now set to direct IP printing - 30 - 60 minutes to print Newberry Park - Erich - NP-AM-Xerox Phaser 8560N PS on loschhpqrnt01 - can take 24 hours to print Southgate - Gerardo - was taking up to 15 minutes to print end of day reports - they are now on direct IP printing East LA - Gerardo - only when trying to print large files or from CSG</p>						
Ticket	4/29/2010	134849	Standard	Closed	Witness Viewer Software Request	George Garcia	E017842	<p>Entered on 04/30/2010 at 11:51:07 PDT (GMT-0700) by George Garcia:</p> <p>Close per client.</p> <p>Entered on 04/29/2010 at 21:27:00 PDT (GMT-0700) by Brian DuVall:</p> <p>Desk Area: 124A</p> <p>Please install Witness Viewer application onto PC.</p>	Desktop Support	Software	Customer Care			
Ticket	5/3/2010	135111	Severe	Closed	Calls not recording in Witness for Jesus Torres	Jesse Gonzalez	E091801	<p>Entered on 05/03/2010 at 09:18:02 PDT (GMT-0700) by Jesse Gonzalez:</p> <p>Adjusted screen resolution and locked it to prevent further changes. Installed Witness Dual Screen fix.</p>	Desktop Support	Software	Customer Care			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 05/03/2010 at 07:28:42 PDT (GMT-0700) by Lili Garcia: Calls are not recording in Witness for Jesus Torres . His avaya is #39927 and his supervisor is Ronnie LeFlore.			
Ticket	5/3/2010	135137	Standard	Closed	Witness Error 1263	Application Development. Individual Users: E091774	E092644	Entered on 05/17/2010 at 12:16:28 PDT (GMT-0700) by E091774: Issue Resolved. Corrected by actions taken to restore services following last weeks outage. Confirmed with Elizabeth Entered on 05/06/2010 at 07:52:38 PDT (GMT-0700) by Larone Thompson: emailed liam for status update Entered on 05/03/2010 at 15:43:25 PDT (GMT-0700) by Elizabeth Long: Receiving Error 1263 on all recorded calls for Breanna Smith in witness (Avaya#39394) & David De Casas (Avaya#39851) Supervisor Jerrie Davis. Entered on 05/03/2010 at 08:41:31 PDT (GMT-0700) by Elizabeth Long: Receiving Error 1263 on all recorded calls for Breanna Smith in witness (Avaya#39394) Supervisor Jerrie Davis.	Application Development	Witness	Witness QM
Ticket	5/3/2010	135181	Standard	Closed	User is asking to IE downgraded so he can use Witness	Thomas Hopfer	Erich Bieber	Entered on 05/03/2010 at 17:21:05 PDT (GMT-0700) by Thomas Hopfer: Downgraded new laptop to IE7 this way both witness and IT service desk both work Entered on 05/03/2010 at 09:58:11 PDT (GMT-0700) by Erich Bieber: user would like to Have IE downgrade to IE6.	Desktop Support	Software	
Ticket	5/3/2010	135189	Project	Closed	PM Witness Hollywood - Ontario Outage Post SP2 Update	CAB	Michael Zebrow	Entered on 11/24/2010 at 11:14:06 PST (GMT-0800) by Denise Spicer: Closing - PM report should be posted on Sharepoint Entered on 05/03/2010 at 10:16:10 PDT (GMT-0700) by Michael Zebrow: After SP2 updates on the below listed servers, both are experiencing domain secure channel issues. Systems could communicate with twccorp.com, but not corp.twcable.com. This affected all AD related functionality (user/group permissions, authentication, ect.)	Post Mortem - IT USE ONLY	NetOps	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
Ticket	5/3/2010	135370	Standard	Closed	Reset Password for Impact 360	Service Desk	E092876	Entered on 05/04/2010 at 14:36:50 PDT (GMT-0700) by Tanisha Walker: http://losonccwfwmap02:7001/wfo/control/password_reset please use this to reset password in impact Entered on 05/03/2010 at 17:54:02 PDT (GMT-0700) by Debbie Silva: Unable to log onto Impact 360 (witness). Not recognizing password.	Desktop Support	Software	Customer Care
Ticket	5/4/2010	135380	Standard	Closed	New Workstations need to be added in Witness	E091774	Michael Allen2	Entered on 05/17/2010 at 11:35:23 PDT (GMT-0700) by E091774: This request is complete. These stations have been added to the SCSM recorder as well as the QM application. You may begin monitoring any testing done at these stations. Entered on 05/04/2010 at 07:39:17 PDT (GMT-0700) by Michael Allen2: Liam- Simoun created a few new workstations for the IP phone testing here in COS and Scott Lorenz is requesting that they be added in Witness so that they are being captured during this testing. The testing is going to start in the next day or so, if you can get them added to the Witness server I'd appreciate it. Below is the workstation names and phone extensions - LOSCSCCCCD77700 Phn EXT 77700 LOSCSCCCCD77701 Phn EXT 77701 LOSCSCCCCD77702 Phn EXT 77702 LOSCSCCCCD77703 Phn EXT 77703 As of right now, the test group is only 4 I'm not sure if Geo is going to want to expand it or not. Thanks.	Application Development	Witness	Witness QM
Ticket	5/4/2010	135403	Standard	Closed	SARF - Witness Viewer	Application Development. Individual Users: E091774	Sandy Levine	Entered on 05/04/2010 at 15:58:52 PDT (GMT-0700) by E091774: In the Browser navigate to http://loscscvwview01/avaya Enter twccorp\<yourEID> Password = <your network password> Entered on 05/04/2010 at 08:26:16 PDT (GMT-0700) by Sandy Levine:	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Received SARF signed by James McEwen to grant Heidi Thorne E118295 Witness viewer. HR Business Partner			
Ticket	5/4/2010	135515	Standard	Closed	Ambere Carroll needs to be able to see both screens by witness but is not able to....	Michael Allen2	E090193	Entered on 05/11/2010 at 08:59:15 PDT (GMT-0700) by Michael Allen2: DualMonitor registry edit is there on the PC and enabled.... Remoted to her PC and the Task bar is on the right monitor. Advised agent that she can have the Task bar on the right side, but needs to be on the left monitor. Closed ticket. Entered on 05/04/2010 at 12:44:53 PDT (GMT-0700) by Linda Evans: Witness let us know that we are only able to see one screen when doing witness calls for Ambere Carroll. EXT#77423	Desktop Support	Hardware	Desktop
Ticket	5/4/2010	135575	Standard	Closed	SARf - Witness Viewer	Application Development. Individual Users: E091774	Sandy Levine	Entered on 05/20/2010 at 17:05:45 PDT (GMT-0700) by E091774: Request is complete. From your browser goto http://losonccwview/avaya Enter - twccorp\<your EID> Password = <your network password> Entered on 05/04/2010 at 15:22:36 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Aaron Watson to grant Michael Chen E125373 Witness Viewer access. acting supervisor	Application Development	Witness	
Ticket	5/4/2010	135581	Standard	Closed	COS agent not recording video in witness	Michael Allen2	E091058	Entered on 05/12/2010 at 13:47:26 PDT (GMT-0700) by Michael Allen2: Confirmed today that Witness is capturing both screens.... Closed ticket. Entered on 05/11/2010 at 08:40:22 PDT (GMT-0700) by Michael Allen2:	Desktop Support	Software	Other

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Jack 1241 Ext: 77546 Hostname: loscscccc77546</p> <p>Confirmed DualMonitor registry edit is there and set to 1... Everything looks fine - uninstalled/reinstalled Witness, added DualMonitor registry edit.</p> <p>Confirmed that Workstation and phone extension is listed in Witness - Workstations, Workspaces, Telephones.</p> <p>Will follow-up before closing/escalating.</p> <p>Entered on 05/04/2010 at 15:29:51 PDT (GMT-0700) by Diane Weissenfluh:</p> <p>Debra Fitzmorris, on Robin Jones team in Colorado Springs has no video recording on her calls.</p>			
Ticket	5/4/2010	135614	Standard	Closed	Unknown error when trying to generate schedules in 360	Application Development. Individual Users: E091774	E090917	<p>Entered on 05/06/2010 at 18:25:15 PDT (GMT-0700) by E091774:</p> <p>Duplicate ticket. Closed previous ticket.</p> <p>Entered on 05/04/2010 at 17:15:00 PDT (GMT-0700) by Connie Landino:</p> <p>Getting error... Unknown error: saving schedule to calendar</p>	Application Development	Witness	Witness WFM
Ticket	5/5/2010	135709	Severe	Closed	Impact 360 adherence summary reporting returning no data as of 05/03/2010; potential major impact to Scorecard reporting.	Application Development. Individual Users: E091774	E127541	<p>Entered on 05/05/2010 at 18:06:32 PDT (GMT-0700) by E091774:</p> <p>The Reports Data dump had hung as a result of the Ont. Network Refresh. Was not obvious until reports were attempted. Adherence was being captured in the real time app. Restarted the service and the data cache dumped into the reports. Issue resolved. Closing ticket.</p> <p>Entered on 05/05/2010 at 17:41:11 PDT (GMT-0700) by Michel Lemieux:</p> <p>Reached out to user and user indicated that Liam had fixed the problem. Assigning ticket to Liam.</p> <p>Entered on 05/05/2010 at 11:29:02 PDT (GMT-0700) by Charles Jackson:</p> <p>Running daily reporting from Impact 360. Selecting the report below for the current cycle period starting on 4/23/2010 and through 5/4/2010.</p> <p>Adherence Reports:</p> <p>Adherence Summary</p>	Application Development	Witness	Witness WFM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Reporting returns no data starting on 5/3/2010. Confirmed the result from two stations. Please see the attached export.			
Ticket	5/5/2010	135720	Standard	Closed	SARF - Witness Viewer	Application Development. Individual Users: E091774	Sandy Levine	<p>Entered on 05/20/2010 at 16:07:15 PDT (GMT-0700) by E091774:</p> <p>Request complete.</p> <p>Make certain your browser is Internet Explorer-7. IE-8 will not work properly.</p> <p>goto http://losonccwview/avaya ; http://loshoccwview01/avaya ; http://loscsccwview01/avaya ; http://losvnccwview01/avaya</p> <p>At the prompt enter twccorp\<yourVID> password= <your network password></p> <p>Entered on 05/05/2010 at 12:04:26 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by Eric Burton to grant the the following Witness for all locations for the following contractors:</p> <p>Rajkumar Dan V245770 Dhiraj Bansal V245769</p> <p>24/7 Customer</p>	Application Development	Witness	Witness QM
Ticket	5/5/2010	135722	Request	Closed	SARF - Assign FOBS for VPN Accounts	Service Desk. Individual Users: E142728	Sandy Levine	<p>Entered on 05/07/2010 at 11:43:04 PDT (GMT-0700) by Ruben Navarro:</p> <p>FOB (31519348 - Rajkumar Dan) & (31519358 - Dhiraj Bansal) have been sent to</p> <p>Rajkumar Dan 910 E.Hamilton Ave, Suite 240, Campbell, CA 95008.</p> <p>Fed Ex Tracking # 798644069154</p> <p>Entered on 05/05/2010 at 12:06:24 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by Eric Burton to create VPN accounts for the following contractors:</p>	Service Desk	User Access Request	VPN

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Rajkumar Dan V245770 Dhiraj Bansal V245769 24/7 Customer Access to Witness Ship FOBS to 910 E.Hamilton Ave, Suite 240, Campbell, CA 95008.			
Ticket	5/5/2010	135768	Standard	Closed	Needs to be downgraded to IE7 for viewer	Matt Bilyeu	Larone Thompson	Entered on 05/19/2010 at 17:00:08 PDT (GMT-0700) by Matt Bilyeu: IE8 is working fine, closing ticket Entered on 05/05/2010 at 14:43:33 PDT (GMT-0700) by Larone Thompson: User needs to be downgraded to IE7 so that he can access witness viewer. User is located at covello.	Desktop Support	Software	
Ticket	5/5/2010	135811	Standard	Closed	SARF - Witness Viewer	Application Development. Individual Users: E091774	Sandy Levine	Entered on 05/20/2010 at 15:26:12 PDT (GMT-0700) by E091774: Request complete. Make certain your browser is Internet Explorer-7. IE-8 will not work properly. goto http://losonccwview/avaya At the prompt enter twccorp\<yourEID> password= <your network password> Entered on 05/05/2010 at 16:49:20 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Aaron Watson to grant Debra Hallimore E104595 access to Witness Viewer.	Application Development	Witness	
Ticket	5/5/2010	135816	Standard	Closed	Downgrade IE and Java for use with Witness	Ernesto Hernandez	Brian Hawley	Entered on 05/06/2010 at 10:34:07 PDT (GMT-0700) by Ernesto Hernandez: IE8 has been downgraded to IE7, and all versions of java have been removed, along with runtime, re-installed just one version of java. Entered on 05/05/2010 at 17:16:38 PDT (GMT-0700) by Brian Hawley: I was informed I need to have IE downgraded to Version7 and Java downgarded to version 1.5_15 in order to properly use 'Witness' qc tool for dispatch.	Desktop Support	Software	TechOps/Dispatch
Ticket	5/6/2010	135894	Project	Closed	Scorecard has no data for Adherence today _	James Mohler	E023123	Entered on 05/07/2010 at 10:56:45 PDT (GMT-0700) by James Mohler:	Application Development	Scorecard	Report Issue with Data

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
					05/06/2010			Witness CF scheduled task needed to be re ran. It was Entered on 05/06/2010 at 11:24:42 PDT (GMT-0700) by My Kim Duong: Scorecard has no Adherence data today.			
Ticket	5/10/2010	136340	Standard	Closed	SARF - Witness Viewer	Application Development. Individual Users: E091774	Sandy Levine	Entered on 05/20/2010 at 14:30:43 PDT (GMT-0700) by E091774: Request complete. Make certain your browser is Internet Explorer-7. IE-8 will not work properly. If you need a downgrade, open a local desktop support ticket. goto http://losvnccwview/avaya at the prompt enter twccorp\<yourEID> password - <your network password> Entered on 05/10/2010 at 11:15:18 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Roger LaTorra for Witness viewer access for Brian Hawley E090334.	Application Development	Witness	Witness QM
Ticket	5/10/2010	136437	Standard	Closed	SARF - Witness Viewer	Application Development. Individual Users: E091774	Sandy Levine	Entered on 05/20/2010 at 14:32:54 PDT (GMT-0700) by E091774: Closing ticket Entered on 05/20/2010 at 14:16:01 PDT (GMT-0700) by E091774: Request complete. Make certain you browser is Internet Explorer-7. Explorer-8 will not work properly. if you need a downgrade open a local desktop support ticket. in your browser goto: http://loshoccwview01/avaya at the log-in prompt enter twccorp\<yourEID> password = <your network password> Entered on 05/10/2010 at 15:41:40 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Nancy Carbone to grant Denisse Lopez E092213 Witness	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Viewer access.			
Master Ticket	5/10/2010	136450	Critical	Closed	1302 on all Calls Captured today 5/10/10	Application Development. Telecom: Armando Cortes, Geovanni Herrera. Individual Users: E091774	E112834	<p>Entered on 05/12/2010 at 00:11:59 PDT (GMT-0700) by Armando Cortes:</p> <p>Opened ticket with Avaya - 15882018 - Avaya engineer did see that the link was down and recommended to restart AES server. Liam restarted the server at 11:40PM. Once server came back online, all links were up. Liam verified all connections.</p> <p>Entered on 05/11/2010 at 18:27:42 PDT (GMT-0700) by E091774:</p> <p>Engaged Telecom to call a ticket in to AVAYA to look at the AES server and recommend action. The CMAPI link between the Recorder and the CT server is down and will not come back up. Issue still unresolved.</p> <p>Entered on 05/11/2010 at 15:34:47 PDT (GMT-0700) by E091774:</p> <p>Escalated Ticket to Critical Status and requested IT help desk to put out a news flash.</p> <p>Entered on 05/11/2010 at 15:15:26 PDT (GMT-0700) by E091774:</p> <p>Remedial action taken by stopping and starting services. Octavio confirmed they can now play calls but new recordings have stopped on CSCM01 in Ontario. Ticket called to Verint.</p> <p>Entered on 05/10/2010 at 16:21:05 PDT (GMT-0700) by Octavio Gonzalez:</p> <p>We are getting error code 1302 on calls captured today 5/10/10</p>	Application Development	Witness	Witness QM
Subtask	5/13/2010	137069	Severe	Closed	Unable to play recordings due to blocked Java stream	Application Development. Individual Users: Edgar Rosales, E091774	E091774	<p>Entered on 05/14/2010 at 16:55:45 PDT (GMT-0700) by E091774:</p> <p>Issue resolved itself without any additional intervention from NetOps or myself.</p> <p>Entered on 05/14/2010 at 15:19:48 PDT (GMT-0700) by Edgar Rosales:</p> <p>users stated problem no longer existed</p> <p>Entered on 05/13/2010 at 15:46:00 PDT (GMT-0700) by E091774:</p> <p>We can play full recordings with voice and video from the server but when attempting to play from the QA Analyst or Supervisor stations the video portion (Java stream) of the recording is being blocked. The servers are on the same network switch. Any client outside of this segment is getting blocked recordings.</p> <p>This issue coincides with the network refresh that occurred in Ontario last week. May or may not be related.</p>	Application Development	Witness	Witness QM
Ticket	5/12/2010	136738	Standard	Closed	not getting video in	Michael Allen2	E090441	Entered on 05/25/2010 at 11:59:43 PDT (GMT-0700) by Michael Allen2:	Desktop	Hardware	Audio/Video

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
					witness			<p>Root issue was that the PC was physically moved.... Re-named PC's.. Closed ticket.</p> <p>Entered on 05/17/2010 at 12:30:05 PDT (GMT-0700) by E091774:</p> <p>Passing ticket back to Mike to test and close ticket if resolved. If issues persist. add me back onto the ticket and we can work together.</p> <p>Entered on 05/17/2010 at 12:09:42 PDT (GMT-0700) by E091774:</p> <p>All configuration checks okay in Witness. I turned on enhanced resolution on the desktop registry. We'll see if this resolves the issue. Mike says screen res is set at 1440X900 dual monitor. This is max resolution for the 19" wide screen monitors.</p> <p>Entered on 05/13/2010 at 15:14:51 PDT (GMT-0700) by Michael Allen2:</p> <p>Agent is still not getting any video - live monitoring or recorded....</p> <p>Verified not a DNS issue...</p> <p>Name: loscsc(ccd77236.corp.twcable.comAddress: 10.88.2.43</p> <p>Escalated ticket to Liam.</p> <p>Entered on 05/13/2010 at 08:48:40 PDT (GMT-0700) by Michael Allen2:</p> <p>Agent: Chavez, Jessica EID: E090059 Jack: 2317 Ext: 77236 Avaya Login: 79007</p> <p>Confirmed that the agent's ID, phone extension, workspace, workstation are all in Witness.... Confirmed that the Witness program is installed correctly and has the needed registry changes....</p> <p>Uninstalled / Reinstalled Witness... Will followup before closing/escalating ticket.</p> <p>Entered on 05/13/2010 at 08:32:17 PDT (GMT-0700) by Michael Allen2:</p> <p>From: Kempke, Angela Sent: Wednesday, May 12, 2010 2:57 PM To: Allen2, Michael Subject: RE: IT Ticket 136738</p> <p>No problem. Phn ext is 77236, EID 090059, Avaya 79007. Thank you,</p>	Support		

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Angela Kempke</p> <p>Entered on 05/12/2010 at 13:51:08 PDT (GMT-0700) by Michael Allen2:</p> <p>Waiting on reply from user...</p> <p>From: Allen2, Michael Sent: Wednesday, May 12, 2010 2:50 PM To: Kempke, Angela Subject: IT Ticket 136738</p> <p>Angela,</p> <p>I need some additional information from you about this ticket. Can you provide the phone extension, the agents EID and Avaya login info? Unfortunately trying to troubleshoot Witness issues opens the door for a lot of variables.</p> <p>Thanks.</p> <p>Mike Allen</p> <p>Entered on 05/12/2010 at 09:56:27 PDT (GMT-0700) by Angela Kempke:</p> <p>not getting video through witness 2317V</p>			
Ticket	5/12/2010	136758	Severe	Closed	Issue with Witness.	E091774	Fernando Valdivia	<p>Entered on 05/14/2010 at 10:29:24 PDT (GMT-0700) by E091774:</p> <p>Confirmed with Hollywood QA that calls are playing normally now. Closing Ticket.</p> <p>Entered on 05/13/2010 at 15:28:43 PDT (GMT-0700) by E091774:</p> <p>Calls are becoming available as the system processes a backlog of calls in the eawarequeue. The system should be caught up and running properly by Friday morning 5/14/2010. I will test to confirm and then close the ticket.</p> <p>Entered on 05/12/2010 at 10:27:45 PDT (GMT-0700) by Fernando Valdivia:</p> <p>Trying to review calls from yesterday and today receiving error: 1302 an internal Eware server error. Contact system administrator.</p>	Application Development	Witness	Witness QM
Ticket	5/12/2010	136797	Standard	Closed	Witness QM: No video or wrong video on recordings for 1 agent	Doug Miller	E091047	<p>Entered on 05/14/2010 at 14:43:30 PDT (GMT-0700) by Doug Miller:</p> <p>tti'd out and tti'd in phones with correct phone ext. everything working fine.</p> <p>closing tkt</p> <p>Entered on 05/12/2010 at 11:49:34 PDT (GMT-0700) by Nakia Washington:</p>	Desktop Support	Software	Customer Care

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Recordings in Witness for Michael Williams either have no video at all or has Michael Williams' audio and Tawna English's video.</p> <p>Mike Williams Port 2080v Extension: 77544 Avaya: 79023</p> <p>Tawna English Port: 2321v Extension: 77252 Avaya: 79010</p>			
Ticket	5/13/2010	136976	Severe	Closed	Witness Issue	E091774	Rodvel Velasquez	<p>Entered on 05/14/2010 at 10:27:13 PDT (GMT-0700) by E091774:</p> <p>Duplicate ticket.</p> <p>Entered on 05/13/2010 at 10:56:22 PDT (GMT-0700) by Rodvel Velasquez:</p> <p>User said that this is affecting her entire department</p> <p>Entered on 05/13/2010 at 10:55:37 PDT (GMT-0700) by Rodvel Velasquez:</p> <p>User called in and said that they are getting error messages in Witness</p> <p>Error messages are 1263 and 1336</p>	Application Development	Witness	Witness QM
Ticket	5/13/2010	137101	Standard	Closed	SARF - Witness Viewer	Application Development. Individual Users: E091774	Sandy Levine	<p>Entered on 05/20/2010 at 14:03:55 PDT (GMT-0700) by E091774:</p> <p>Request complete.</p> <p>Log-in instruction will be provided by Diane Weissenfluh.</p> <p>Entered on 05/13/2010 at 16:51:09 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by Megan McGowen for Witness Viewer for Stephanie Figueroa E090208.</p> <p>QA specialist</p>	Application Development	Witness	Witness QM
Ticket	5/13/2010	137112	Standard	Closed	SARF - Witness Viewer	Application	Sandy	Entered on 05/20/2010 at 13:51:16 PDT (GMT-0700) by E091774:	Application	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
						Development. Individual Users: E091774	Levine	<p>Set Bob up with Viewer access for the Colorado Springs Witness Viewer.</p> <p>Make certain your browser is IE-7 Explorer 8 will not work properly. If this requires a downgrade, open a local desktop support ticket.</p> <p>From your browser goto: http://loscsccwview01/avaya</p> <p>at the log-on prompt enter twccorp\<yourEID> Password = <your network password></p> <p>Entered on 05/13/2010 at 17:04:59 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by Alberto Algernon for Witness Viewer fo rRobert Eastburn E033615.</p> <p>Bus Class Network Support Spec</p>	Development		
Ticket	5/13/2010	137128	Standard	Closed	Witness not showing my screen on my QAs	Michael Allen2	E109237	<p>Entered on 05/17/2010 at 07:55:26 PDT (GMT-0700) by Michael Allen2:</p> <p>Jack 2080 Ext 77544 PC Name - loscscccc77252</p> <p>Looks like PC was possibly moved at one point.... TTI'd out and back in correctly.</p> <p>This workstation is now set to 77252, Avaya port 06B0303</p> <p>Closed ticket.</p> <p>Entered on 05/14/2010 at 08:12:59 PDT (GMT-0700) by Michael Allen2:</p> <p>Waiting for email reply back from the user...</p> <p>From: Allen2, Michael Sent: Friday, May 14, 2010 9:12 AM To: 'michael.b.williams@twcable.com' Subject: IT Ticket 137128</p> <p>Michael, Thanks for putting in a ticket for this&hellip; To trouble shoot this I'm going to need some more info from you. Can you give me your phone extension, jack number under the desk, and your Avaya phone login?</p> <p>Thanks.</p>	Desktop Support	Software	Other

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 05/13/2010 at 19:02:32 PDT (GMT-0700) by Michael Williams: According to an IT Agent named Liam Gallerian, who contacted me via Jabber on 5/13/10 at approx 5:30 pm MST, the screen video is not showing my screen via witness. Please correct this miscorrellation in the system to correct this issue.			
Ticket	5/14/2010	137180	Severe	Closed	Please downgrade to internet explorer 7 to access witness viewer application	Patricia Reese2, E091774	E089710	Entered on 05/19/2010 at 15:16:35 PDT (GMT-0700) by Patricia Reese2: removed IE8 and installed IE7 Entered on 05/18/2010 at 16:46:27 PDT (GMT-0700) by E091774: Reassigning ticket to Pat Reese for desktop support Browser downgrade. Entered on 05/14/2010 at 09:44:12 PDT (GMT-0700) by Diane Snooks: Please downgrade to internet explorer 7 to access witness viewer application	Application Development	Witness	Witness QM
Ticket	5/14/2010	137181	Standard	Closed	I must downgrade internet explorer to version 7	Thomas Hopfer	E023699	Entered on 05/18/2010 at 16:28:08 PDT (GMT-0700) by Thomas Hopfer: removed IE 8 IE7 on system Installed cumulative update for IE& Set microsoft update to never update to IE 8 Entered on 05/18/2010 at 14:23:34 PDT (GMT-0700) by Svetlana Shilova: the application development team does not upgrade IE Entered on 05/14/2010 at 09:44:48 PDT (GMT-0700) by Teresa Foster: I need to downgrade IE so I may access the Witness call logger	Application Development	Witness	Witness QM
Ticket	5/17/2010	137431	Standard	Closed	user cant access the witness qm site	Ernesto Hernandez	Larone Thompson	Entered on 07/29/2010 at 09:20:48 PDT (GMT-0700) by Ernesto Hernandez: Replaced her profile on her desktop, since she was able to get into witness with her credentials, as well as other leads or mentors were able to log in witness in her system. So created a new AD-profile for and in her system in worked. Entered on 07/23/2010 at 13:52:32 PDT (GMT-0700) by Richard Kuhn: IT sounds like either way this is a desktop issue The profile is setup correctly on witness and no further changes can be made from the server side.	Desktop Support	Software	Customer Care

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>If all else fails I can only recommend to re-image the machine.</p> <p>Entered on 06/29/2010 at 10:08:08 PDT (GMT-0700) by James Mansell:</p> <p>There are no differing profiles on PC's. Everyone in the company has the same profile. If this was the GPO it would affect all users trying to access QM.</p> <p>Entered on 06/28/2010 at 12:30:48 PDT (GMT-0700) by E091774:</p> <p>The Java Folder does allow everyone full control in terms of its settings but she is unable to load the JRE under her login. Is there a higher lever user profile that allows access to this app for Supervisors and not Agents that would supersede GPO?</p> <p>Entered on 06/24/2010 at 10:50:11 PDT (GMT-0700) by Sandy Levine:</p> <p>Ticket 143379 was created for Witness viewer access.</p> <p>Entered on 06/17/2010 at 13:15:45 PDT (GMT-0700) by James Mansell:</p> <p>The java folder must give group Everyone Full Control... the GPO should be doing this, check it out and let me know what you find.</p> <p>Entered on 06/17/2010 at 12:37:17 PDT (GMT-0700) by E091774:</p> <p>I was able to log into Witness QM and it ran perfectly under my login on the desktop. her profile is set up correctly in Witness but she is still unable to get the Java to load and run the webapp. This is a permissions issue. Please make certain her profile is adjusted to allow this to run.</p> <p>Entered on 06/14/2010 at 16:26:18 PDT (GMT-0700) by E091774:</p> <p>Witness profile has been adjusted but she is still unable to load the java JRE. This seems to be related to AD or group policy.</p> <p>Entered on 06/02/2010 at 17:04:14 PDT (GMT-0700) by Matt Bilyeu:</p> <p>Liam, I uninstalled and reinstalled Java 1.5.0_15 and her account just shows a blank screen after she logs in. I had Barbara Olimpio log into Witness on her PC, under Yarennys Windows profile, and it worked fine. My guess is something needs to be changed with her Witness user profile.</p> <p>Entered on 05/17/2010 at 10:37:01 PDT (GMT-0700) by Larone Thompson:</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								User cannot access the witness qm site http://losvnccbdr01:8285/qm/app.jsp . Tried installing the proper version of java, 1.5.0_14, but the site still wont load properly. Cleared the cache, and ran the browser as an admin, still nothing. User is located at covello			
Ticket	5/17/2010	137474	Standard	Closed	Needs Witness Dual Screen adjusted, not capturing 2nd screen on Keith Rayve & Count Fields	Jesse Gonzalez	George Garcia	Entered on 05/18/2010 at 09:31:01 PDT (GMT-0700) by Jesse Gonzalez: Applied dual monitor fix to all mentor stations. Entered on 05/17/2010 at 12:10:00 PDT (GMT-0700) by George Garcia: Needs Witness Dual Screen adjusted, not capturing 2nd screen on Keith Rayve & Count Fields	Desktop Support	Software	
Ticket	5/17/2010	137507	Standard	Closed	locked out of witness http://loshoccerec01:8285/qm	Application Development. Individual Users: E091774	Larone Thompson	Entered on 05/17/2010 at 15:43:30 PDT (GMT-0700) by E091774: Account has been activated and password reset to the default. type in password at the prompt and you will be prompted to create a new password your first time in. Entered on 05/17/2010 at 14:09:39 PDT (GMT-0700) by Larone Thompson: User is locked out of witness. We dont have access to http://loshoccerec01:8285/qm to unlock the user.	Application Development	Witness	Witness QM
Ticket	5/17/2010	137588	Standard	Closed	SARF - Witness QA	Sandy Levine	Sandy Levine	Entered on 05/22/2010 at 08:29:38 PDT (GMT-0700) by Sandy Levine: Shabana Mendi E024433 Julie Vassallo E901014 Access was granted by Elaine O'Hara. Please contact Elaine for any issues. Entered on 05/17/2010 at 16:58:51 PDT (GMT-0700) by Sandy Levine: Received SARFs signed by Roger LaTorra to grant the following Witness QA supervisor access: Shabana Mendi E024433 Julie Vassallo E901014 Sending email to Diane Weissenfluf	Application Development	Witness	
Ticket	5/17/2010	137606	Standard	Closed	I need access to Impact 360 (Witness)	Service Desk. Individual Users:	E091950	Entered on 07/21/2010 at 09:12:32 PDT (GMT-0700) by James Mansell:	Desktop Support	Software	Customer Care

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
						James Mansell		Ticket was categorzied incorrectly so it went to the wrong queue. Please see REM or submit a SARF for Witness QM Entered on 05/17/2010 at 18:19:48 PDT (GMT-0700) by Karen Jean Haynes: I need access to Impact 360 Witness to view my daily schedule			
Ticket	5/18/2010	137701	Standard	Closed	witness capture pic on 2nd monitor	Doug Miller	E090581	Entered on 05/19/2010 at 12:14:01 PDT (GMT-0700) by Doug Miller: user had monitor 2 enabled which caused witness to record monitor 1 and 2 and not monitor 1 and 4 that is needed. disabled monitor 2 and everything working fine. closing tkt Entered on 05/18/2010 at 11:32:41 PDT (GMT-0700) by Renee Mcpherson: witness doesnt show pic on the 2nd monitor IP addy 10.88.6.50 Port 3211V computer number 77555	Desktop Support	Hardware	Desktop
Ticket	5/19/2010	137933	Standard	Closed	Unable to access to Viewer	E091774	Jesse Gonzalez	Entered on 05/20/2010 at 12:28:40 PDT (GMT-0700) by E091774: Left Message. Viewer permissions were SARFed and added Wednesday afternoon. Issue resolved. Entered on 05/19/2010 at 11:41:20 PDT (GMT-0700) by Jesse Gonzalez: Verified user has IE7, Java 1.5.15 & WitCanvas.dll Error: Unable to log you in, please contact your system administrator. Create Object EyrInfAdaptiveUI.Markup failed in Portal.ASP.	Application Development	Witness	Witness QM
Ticket	5/19/2010	137941	Standard	Closed	New Stations that need to be added to Witness	E091774	Michael Allen2	Entered on 05/20/2010 at 11:18:54 PDT (GMT-0700) by E091774: Request complete. Entered on 05/19/2010 at 12:07:30 PDT (GMT-0700) by Michael Allen2: We are getting ready to start testing IP agent here in COS and we need you to add a some new workstations and phone extensions into Witness.	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Workstations – LOSCSCCCCD77700 LOSCSCCCCD77701 LOSCSCCCCD77702 LOSCSCCCCD77703 LOSCSCCCCD77704 Phone Extensions – 77700 77701 77702 77703 77704			
Ticket	5/19/2010	138034	Standard	Closed	SARF - Witness Viewer	Application Development. Individual Users: E091774	Sandy Levine	Entered on 05/20/2010 at 11:54:19 PDT (GMT-0700) by E091774: Request is complete. From your browser goto http://loshoccwview01/avaya Enter - twccorp\<your EID> Password = <your network password> Entered on 05/19/2010 at 16:56:15 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Orlando Hadnot to grant the following access to Witness viewer: Marsha Futrell-McCullough E091692 Edwin Gabuardi E091765 Christian Duran E103258 Susana Torres E093035	Application Development	Witness	Witness QM
Ticket	5/20/2010	138230	Standard	Closed	Need IE 7 so Witness Call Viewer will work - jack 2127	Steve Stiles	E033615	Entered on 05/21/2010 at 09:42:20 PDT (GMT-0700) by Steve Stiles: Rev back to IE7 Entered on 05/21/2010 at 09:38:49 PDT (GMT-0700) by Steve Stiles: Uninstalled IE8 - reverted to IE7 - rebooted - should now have access to Avaya Viewer. Let us know if there's anything else. Thanks	Desktop Support	Software	Commercial

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Steve</p> <p>Steve Stiles Time Warner Cable West Region Desktop Support Colorado Springs, CO w) 719-867-4897</p> <p>> Contact the WEST Region Service Desk via phone: 888-607-HELP (4357) - or - just dial "38411" from any TWC AVAYA phone</p> <p>>> Open, edit or check on ticket status VIA INTRANET: http://selfservice</p> <p>>>> For Corporate IT Support, call the Corporate IT Support Desk (Corporate TSG) @ 888-411-5550</p> <p>or open a work order via email at corporate.support.desk@twcable.com</p> <p>*****</p> <p>****</p> <p>Please e-mail my supervisor Eric Sartin (eric.sartin@twcable.com) with any feedback.</p> <p>*****</p> <p>****</p> <p>Entered on 05/20/2010 at 15:44:28 PDT (GMT-0700) by Robert Eastburn:</p> <p>I submitted a sarf for witness viewer and was notified today it was complete, however it requires I run IE 7 and my computer currently has IE 8. Please downgrade my Internet Explorer. Thanks!</p>			
Ticket	5/20/2010	138237	Standard	Closed	witness log on error	E091774	Thomas Hopfer	<p>Entered on 05/20/2010 at 16:14:04 PDT (GMT-0700) by E091774:</p> <p>Reactivated account and reset password to the default. Closing ticket.</p> <p>Entered on 05/20/2010 at 16:05:25 PDT (GMT-0700) by Thomas Hopfer:</p> <p>user is disabled</p>	Application Development	Witness	Witness QM
Ticket	5/20/2010	138284	Standard	Closed	Impact 360 is not logging off Agents whom have signed off for the day 5/20/10	E091774	E104989	<p>Entered on 05/25/2010 at 13:39:17 PDT (GMT-0700) by E091774:</p> <p>This was a temporary issue that was a result of the network refresh. This is no longer happening and only affected those people that were logging out during the network down-time. Those agents will need to be manually exceptioned due to planned maintenance. Closing ticket.</p> <p>Entered on 05/21/2010 at 09:33:25 PDT (GMT-0700) by James Mansell:</p> <p>I think Liam would handle this</p> <p>Entered on 05/20/2010 at 20:15:46 PDT (GMT-0700) by Robert Smith:</p>	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Impact 360 is not logging off Agents whom have signed off for the day 5/20/10			
Ticket	5/21/2010	138383	Standard	Closed	Witness Error 1263	E091774	E092644	Entered on 05/25/2010 at 11:21:27 PDT (GMT-0700) by Elizabeth Long: Witness problem was fixed. Entered on 05/21/2010 at 11:46:39 PDT (GMT-0700) by Elizabeth Long: Again, Receiving Error 1263 on all recorded calls for Breanna Smith in witness (Avaya#39394) & David De Casas (Avaya#39851) Supervisor Jerrie Davis.	Application Development	Witness	Witness QM
Ticket	5/21/2010	138442	Standard	Closed	SARF - Witness Viewer	Application Development. Individual Users: E091774	Sandy Levine	Entered on 05/21/2010 at 16:55:25 PDT (GMT-0700) by E091774: Request complete. Make certain your browser is Internet Explorer-7. IE-8 will not work properly. goto http://losonccwview/avaya At the prompt enter twccorp\<yourVID> password= <your network password> Entered on 05/21/2010 at 14:34:06 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Gisele Grays to grant Joyce Richardson E130071 Witness viewer access. Dispatch Supervisor	Application Development	Witness	Witness QM
Ticket	5/21/2010	138453	Standard	Closed	SARF - Witness Viewer for Teresa Foster	Application Development. Individual Users: E091774	Sandy Levine	Entered on 05/21/2010 at 16:52:09 PDT (GMT-0700) by E091774: Request complete Entered on 05/21/2010 at 15:11:53 PDT (GMT-0700) by Sandy Levine: Received SARFs signed by Satenik Abeshyan to grant Witness access to pull calls for Teresa Foster E023699. Exec. Assistant-OTP	Application Development	Witness	Witness QM
Ticket	5/21/2010	138454	Standard	Closed	SARF - Witness Viewer	Application Development.	Sandy Levine	Entered on 05/21/2010 at 16:48:28 PDT (GMT-0700) by E091774:	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category	
						Individual Users: E091774		<p>Request complete.</p> <p>Make certain your browser is Internet Explorer-7. IE-8 will not work properly.</p> <p>goto http://losonccwview/avaya ; http://loshoccwview01/avaya ; http://loscsccwview01/avaya ; http://losvnccwview01/avaya</p> <p>At the prompt enter twccorp\<yourVID> password= <your network password></p> <p>Entered on 05/21/2010 at 15:19:34 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARFs signed by Satenik Abeshyan to grant the following Witness viewer access (all LA Divisoin Sites:</p> <p>Diane Snooks E089710 Diana Lozano E092239 Shraddha Patel E123277 Betty Carmona E091415 Thomas Gotti E091878 Maria Mejia-Meza E092341 Michael Rich E092690 Todd Willis E091088 Eva Marie Jouvin E092107 Melanie Taylor E092994</p> <p>OTP</p>				
Ticket	5/24/2010	138640	Standard	Closed	needs IE to be downgraded so that he can listen to calls	Patricia Reese2	Lindsay Fiske	<p>Entered on 05/24/2010 at 15:22:27 PDT (GMT-0700) by Patricia Reese2:</p> <p>verified he has IE7 and had Teresa resend the email with the Witness links and it is now working.</p> <p>Entered on 05/24/2010 at 12:09:33 PDT (GMT-0700) by Lindsay Fiske:</p> <p>needs IE to be downgraded so that he can listen to calls</p>	Desktop Support	Software	Administration	
Ticket	5/24/2010	138662	Standard	Closed	user is getting an error message in witness viewer	Application Development. Individual Users: E091774	Larone Thompson	<p>Entered on 05/24/2010 at 15:25:16 PDT (GMT-0700) by E091774:</p> <p>Viewer access requires a signed SARF. Closing ticket Junera will have Roger sign a sarf for her.</p>	Application Development	Witness		

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 05/24/2010 at 13:13:13 PDT (GMT-0700) by Larone Thompson: user is getting an error message in witness viewer. Screenshot attached			
Ticket	5/24/2010	138663	Request	Closed	Needs to be downgraded to IE 7 for witness viewer and office 2007	Ernesto Hernandez	Larone Thompson	Entered on 05/26/2010 at 16:50:27 PDT (GMT-0700) by Ernesto Hernandez: Downgraded to IE7. Entered on 05/24/2010 at 13:15:48 PDT (GMT-0700) by Larone Thompson: Needs to be downgraded to IE 7 for witness viewer. User also states that before her pc was reimaged she had office 2007, and now she is back to office 2003. User would like office 2007 back. Located out of covello	Desktop Support	Software	
Ticket	5/25/2010	138995	Standard	Closed	Witness fails to load after logging in successfully	Matt Bilyeu	Brian Hawley	Entered on 05/27/2010 at 18:45:41 PDT (GMT-0700) by Matt Bilyeu: uninstalled 1.5.0_14 and installed 1.5.0_15, works fine now Entered on 05/25/2010 at 18:03:14 PDT (GMT-0700) by Brian Hawley: remove Java completely and reinstall Java 1.5.0_14 for Witness program.	Desktop Support	Software	TechOps/Dispatch
Ticket	5/26/2010	139202	Standard	Closed	Down grade IE and Java in order to listen to Witness files	George Garcia	Melissa Tucker	Entered on 05/27/2010 at 11:00:04 PDT (GMT-0700) by George Garcia: Completed for client, IE downgraded. Entered on 05/26/2010 at 17:09:59 PDT (GMT-0700) by Melissa Tucker: Please downgrade my inter explorer to IE 7 and Java to 1.5.0_xx. IE-8 will not work properly with Witness viewer. Also the Java needs to be below the 1.6.00 version. Please give this ticket to George or Mario at the ontario call center.	Desktop Support	Software	
Ticket	5/27/2010	139359	Standard	Closed	No sound on supervisor workstation	Steve Stiles	Steve Stiles	Entered on 05/27/2010 at 13:49:18 PDT (GMT-0700) by Steve Stiles: Sound settings moved to ATI audio card when installed into chassis; opened Control Panel, Sounds, set sound defaults to SoundMax for Sound Playback, Sound Recording on Audio Tab and Voice Tabs. Now working ok - able to hear recordings from Witness recordings. Please let us know if there's anything else.	Desktop Support	Hardware	Audio/Video

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Thanks Steve Entered on 05/27/2010 at 13:46:01 PDT (GMT-0700) by Steve Stiles: No sound in Witness or on workstation since swapping chassis			
Ticket	5/28/2010	139506	Severe	Closed	Calls not recording for Spencer Williams in Witness	E091774	E091801	Entered on 06/17/2010 at 13:24:05 PDT (GMT-0700) by E091774: Issue resolved. Calls were recording into a different Supervisor's folder. Entered on 05/28/2010 at 11:30:39 PDT (GMT-0700) by Lili Garcia: Calls are not recording in Witness for Spencer Williams. His supervisor is Ricardo Ayala and his Avaya number is 39431.	Desktop Support	Software	Customer Care
Ticket	5/28/2010	139530	Standard	Closed	Agents not being recorded in witness	E091774	E092644	Entered on 06/28/2010 at 13:04:40 PDT (GMT-0700) by E091774: Corrected station workspace configuration for these agents. Issue is resolved. Closing ticket. Entered on 06/28/2010 at 12:50:53 PDT (GMT-0700) by E091774: Eric Kim is resolved. Entered on 06/25/2010 at 08:44:54 PDT (GMT-0700) by Elizabeth Long: Candace Barksdale Avaya# 39354 Extension#31260. Supervisor: Sandra Fontenot Entered on 05/28/2010 at 13:02:23 PDT (GMT-0700) by Elizabeth Long: These two agents are not being recorded in witness. Eric Kim Avaya# 39849 Extension#31799 Supervisor: Elizardo Campos Juan Euan Avaya# 39740 Extention#31258 Supervisor: Marty Adebawale	Application Development	Witness	Witness QM
Ticket	5/28/2010	139563	Standard	Closed	SARF - Witness Viewer for Tim Gieseman	E091774	Sandy Levine	Entered on 06/14/2010 at 13:23:37 PDT (GMT-0700) by E091774: Request complete. Entered on 05/28/2010 at 14:55:14 PDT (GMT-0700) by Sandy Levine:	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Received SARF signed by Megan Mc Gowen grant Tim Gieseman E060486 Witness viewer. CS Manager			
Ticket	6/1/2010	139750	Standard	Closed	Aaron Watson's java version not compatible with Witness, needs to be updated	George Garcia	E089216	Entered on 06/03/2010 at 10:42:09 PDT (GMT-0700) by George Garcia: Completed for client. Java downgraded to allow Witness to function. Entered on 06/01/2010 at 12:18:01 PDT (GMT-0700) by Shelli Hook: unable to listen to calls in Witness because Java version not compatible, needs to be updated	Desktop Support	Software	Customer Care
Ticket	6/1/2010	139751	Standard	Closed	Witness QM: No Video on all calls for Stacey Roberts	E091774	E091047	Entered on 07/15/2010 at 15:45:58 PDT (GMT-0700) by E091774: Agent is confirmed Recording Video. Closing ticket. Entered on 07/09/2010 at 17:23:17 PDT (GMT-0700) by Sajid Mukadam: DNS records have been cleared. Entered on 07/08/2010 at 11:39:37 PDT (GMT-0700) by E091774: Followed up with Sajid. He will investigate. Entered on 06/29/2010 at 14:22:51 PDT (GMT-0700) by E091774: Sajid being included on ticket to clear the DNS/DHCP issue. Conflicting ping and traceroute responses. Entered on 06/29/2010 at 08:35:07 PDT (GMT-0700) by Steve Stiles: jack 3090 checked, not 1030 Entered on 06/29/2010 at 08:34:08 PDT (GMT-0700) by Steve Stiles: Physical inspection of workstation LOSCSCCCD77477 @ jack 1030 - Named correctly and at correct phone ext (77477) Witness installed / correct entries in Registry for Witness Monitors set up correctly - correct location / orientation (1-L/4-R) IP Address 10.88.3.186 (correct for jack 3090 - coming out of wiring closet for VLAN 804) =====	Desktop Support	Software	Customer Care

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Ping / DSQuery / Tracert info:</p> <p>C:\WINDOWS>ping loscsc(ccd77477 Pinging loscsc(ccd77477.los.twcable.com [10.88.0.86] with 32 bytes of data: Reply from 10.88.0.86: bytes=32 time<1ms TTL=127Reply from 10.88.0.86: bytes=32 time<1ms TTL=127Reply from 10.88.0.86: bytes=32 time<1ms TTL=127Reply from 10.88.0.86: bytes=32 time<1ms TTL=127 Ping statistics for 10.88.0.86: Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),Approximate round trip times in milli-seconds: Minimum = 0ms, Maximum = 0ms, Average = 0ms C:\WINDOWS>dsquery computer -name loscsc(ccd77477"CN=LOSCSCCCCD77477,OU=Colorado Springs,OU=North Region,OU=Computers,OU=LA County,OU=TWC Divisions,DC=corp,DC=twcable,DC=com" C:\WINDOWS>ping loscsc(ccd77477 Pinging loscsc(ccd77477.los.twcable.com [10.88.0.86] with 32 bytes of data: Reply from 10.88.0.86: bytes=32 time=1ms TTL=127Reply from 10.88.0.86: bytes=32 time<1ms TTL=127Reply from 10.88.0.86: bytes=32 time<1ms TTL=127Reply from 10.88.0.86: bytes=32 time<1ms TTL=127 Ping statistics for 10.88.0.86: Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),Approximate round trip times in milli-seconds: Minimum = 0ms, Maximum = 1ms, Average = 0ms C:\WINDOWS>tracert 10.88.0.86 Tracing route to loscsc(ccd77478.corp.twcable.com [10.88.0.86]over a maximum of 30 hops: 1 <1 ms <1 ms <1 ms 10.88.4.2 2 <1 ms <1 ms <1 ms loscsc(ccd77478.corp.twcable.com [10.88.0.86] Trace complete. C:\WINDOWS>tracert 10.88.3.186 Tracing route to loscsc(ccd77477.corp.twcable.com [10.88.3.186]over a maximum of 30 hops: 1 <1 ms <1 ms <1 ms 10.88.4.2 2 <1 ms <1 ms <1 ms loscsc(ccd77477.corp.twcable.com [10.88.3.186] Trace complete. ===== RDC connecting to LOSCSCCCCD77477 connects to machine LOSCSCCCCD77478 10.88.0.86 RDC connecting to 10.88.3.186 connects to LOSCSCCCCD77477. Suspect DNS issue - loscsc(ccd77478.corp.twcable.com [10.88.0.86] vs loscsc(ccd77477.los.twcable.com [10.88.0.86]</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Entered on 06/28/2010 at 14:50:19 PDT (GMT-0700) by E091774:</p> <p>ext 77477 not recording screen Steve Stiles is investigating. I got a Ping response from the PC name. Then I did a tracert to the IP that the ping responded with.</p> <p>The tracert gave me a different station name. so... something is amiss with DNS and DHCP.</p> <p>Entered on 06/28/2010 at 14:23:40 PDT (GMT-0700) by E091774:</p> <p>Including Steve Stiles in ticket for assistance with local desktop support.</p> <p>Entered on 06/01/2010 at 12:18:14 PDT (GMT-0700) by Nakia Washington:</p> <p>All calls recorded in Witness QM for Stacey Roberts have audio only, no video.</p> <p>Stacey Roberts E131828 Avaya 79732 Loscscacd 77477 Ext 77477 Port 3090V</p>			
Ticket	6/1/2010	139776	Standard	Closed	Change from internet explorer Version 8 to Version 7 - for Witness Viewer Access	Jesse Gonzalez	E092107	<p>Entered on 06/02/2010 at 07:55:12 PDT (GMT-0700) by Jesse Gonzalez:</p> <p>Downgraded to IE7</p> <p>Entered on 06/01/2010 at 14:42:28 PDT (GMT-0700) by Larone Thompson:</p> <p>user submitted ticket</p> <p>Entered on 06/01/2010 at 13:34:15 PDT (GMT-0700) by Eva Marie Jouvin:</p> <p>Change from internet explorer Version 8 to Version 7 - for Witness Viewer</p>	Application Development	Witness	Witness QM
Ticket	6/1/2010	139777	Standard	Closed	Please downgrade from Internet version 8 to version 7 to allow Witness viewer access	Jesse Gonzalez	E092341	<p>Entered on 06/02/2010 at 07:54:53 PDT (GMT-0700) by Jesse Gonzalez:</p> <p>Downgraded to IE7</p> <p>Entered on 06/01/2010 at 14:44:32 PDT (GMT-0700) by Larone Thompson:</p>	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								user submitted ticket Entered on 06/01/2010 at 13:38:13 PDT (GMT-0700) by Maria Irene Mejia-Meza: Please downgrade from Internet version 8 to version 7 to allow Witness viewer access. Thank you.			
Ticket	6/1/2010	139778	Standard	Closed	Please downgrade from Internet explorer version 8 to version 7 to allow Witness viewer access	Jesse Gonzalez	E091088	Entered on 06/02/2010 at 07:35:28 PDT (GMT-0700) by Jesse Gonzalez: Downgraded to IE7 Entered on 06/01/2010 at 14:41:39 PDT (GMT-0700) by Larone Thompson: user submitted ticket Entered on 06/01/2010 at 13:43:33 PDT (GMT-0700) by Todd Willis: Please downgrade from Internet explorer version 8 to version 7 to allow Witness viewer access.	Application Development	Witness	Witness QM
Ticket	6/1/2010	139779	Standard	Closed	downgrade from internet version 8 to version 7 to allow witness viewer access	Jesse Gonzalez	E123277	Entered on 06/02/2010 at 07:35:09 PDT (GMT-0700) by Jesse Gonzalez: Downgraded to IE7 Entered on 06/01/2010 at 14:39:50 PDT (GMT-0700) by Larone Thompson: user submitted ticket Entered on 06/01/2010 at 13:49:14 PDT (GMT-0700) by Shraddha Patel: downgrade from internet version 8 to version 7 to allow witness viewer access	Application Development	Witness	Witness QM
Ticket	6/1/2010	139811	Standard	Closed	Downgrade from Internet Explorer version 8 to version 7, to access Witness Viewer	Jesse Gonzalez	E092239	Entered on 06/15/2010 at 07:48:51 PDT (GMT-0700) by Jesse Gonzalez: Downgraded to IE7 Entered on 06/01/2010 at 15:18:19 PDT (GMT-0700) by Diana Lozano: Downgrade from Internet Explorer version 8 to version 7, to access Witness Viewer	Desktop Support	Software	
Ticket	6/1/2010	139814	Standard	Closed	Downgrade from Internet Explorer Version 8 to Version 7 to allow Witness Viewer Access.	Jesse Gonzalez	E091415	Entered on 06/15/2010 at 07:49:11 PDT (GMT-0700) by Jesse Gonzalez: Downgraded to IE7	Desktop Support	Software	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 06/14/2010 at 17:23:51 PDT (GMT-0700) by E091774: Changed assignment to Jesse. Entered on 06/14/2010 at 17:20:11 PDT (GMT-0700) by E091774: Changed assignment to Jesse. Entered on 06/01/2010 at 15:20:54 PDT (GMT-0700) by Betty Carmona-Villalvazo: Downgrade from Internet Explorer Version 8 to Version 7 to allow Witness Viewer Access.			
Ticket	6/2/2010	139898	Standard	Closed	No Video	E091774	E090414	Entered on 07/15/2010 at 15:49:07 PDT (GMT-0700) by E091774: Stations Confirmed recording Video. Closing Ticket. Entered on 06/28/2010 at 14:55:02 PDT (GMT-0700) by E091774: Ext 77477 is duplicated on a previous ticket. Ext 77546 Does not have the same DNS/DHCP cache sync issue as 77477. Entered on 06/02/2010 at 08:54:07 PDT (GMT-0700) by Andrew Johnston: Recordings for PC names LOSCSCCCD77477 and LOSCSCCCD77546 have no video.	Application Development	Witness	Witness QM
Ticket	6/2/2010	139910	Standard	Closed	Witness- Jacquelyn Sear	Michael Allen2	E081661	Entered on 06/03/2010 at 14:54:11 PDT (GMT-0700) by Michael Allen2: Confirmed that everything is working fine now.... Root issue was prob related to avl HD space at the time. Closed ticket. Entered on 06/02/2010 at 09:15:58 PDT (GMT-0700) by E081661: I am unable to see Jacquelyn Sear's calls when attempting to review in witness. Most of her calls are audible, but not visual. Her port number is 3136V. thanks,	Desktop Support	Software	Customer Care
Ticket	6/2/2010	140033	Severe	Closed	Calls are not being recorded in witness for mentor Jerome Goodrich	E091774	E091573	Entered on 06/17/2010 at 13:39:07 PDT (GMT-0700) by E091774: Agent had been located at a station that was not a previously monitored station. Created the monitored workspace. Recording should now work correctly. Closing ticket.	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 06/02/2010 at 13:19:28 PDT (GMT-0700) by Esperanza Davalos: No recorded calls for Jerome Goodrich- Mentor Supervisor: Elizardo Campos			
Ticket	6/3/2010	140331	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	Entered on 06/14/2010 at 12:18:44 PDT (GMT-0700) by E091774: Request complete. Entered on 06/03/2010 at 16:59:32 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Roger LaTorra to grant Junera White E093169 Witness viewer access. Dispatch supervisor	Application Development	Witness	Witness QM
Ticket	6/4/2010	140430	Standard	Closed	Nadine Lucero Does not have any video recording in the Witness application.	E091774	E069483	Entered on 07/15/2010 at 16:01:55 PDT (GMT-0700) by E091774: Agent shows a screen recording for Nadine Lucero at extension 77570 on July 8th. No recording activity since. Closing ticket. Entered on 07/09/2010 at 00:29:34 PDT (GMT-0700) by Michael Allen2: No reply from Justin... Found the agent's desk - Jack 3205, EXT 77570 - 08B0323... Couldn't see any issues with the PC or registry settings... Uninstalled and reinstalled Witness. Will follow up to see if now recording video before sending out another email to Justin. Entered on 06/28/2010 at 13:12:23 PDT (GMT-0700) by E091774: Not enough information in this ticket to work with. Called and left message with Justin. Sending ticket back to service desk for more information. Need Agent Avaya Login ID, Agent Extension and PC name. Entered on 06/04/2010 at 13:17:58 PDT (GMT-0700) by Justin Tucker: Nadine Lucero in the Mountain West group does not have any video recording in the Witness application. Nadines ethernet location is 3205v.	Service Desk	Telecom	
Ticket	6/7/2010	140576	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	Entered on 06/28/2010 at 09:39:43 PDT (GMT-0700) by E091774:	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Request complete. Closing ticket.</p> <p>You will need to make certain Internet Explorer ver. 7 is running. IE ver 8 will not work properly.</p> <p>from your browser access http://losccscwview01/avaya</p> <p>when prompted enter 'twccorp\yourEID' and your network password.</p> <p>Entered on 06/07/2010 at 09:04:34 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by James McEwen for Witness viewer for Angela Kempke E090441.</p>			
Ticket	6/7/2010	140622	Standard	Closed	Witness Issue	E091774	Rodvel Velasquez	<p>Entered on 06/28/2010 at 12:23:31 PDT (GMT-0700) by E091774:</p> <p>Reset time on the Recording server to sync the servers. Issue resolved, per Jenny M. Closing ticket.</p> <p>Entered on 06/07/2010 at 10:38:19 PDT (GMT-0700) by Rodvel Velasquez:</p> <p>User called in and said that there is a 20 second delay in the recordings for Witness in the Van Nuys Server.</p>	Application Development	Witness	Witness QM
Ticket	6/7/2010	140666	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	<p>Entered on 06/28/2010 at 09:37:14 PDT (GMT-0700) by E091774:</p> <p>You will need to make certain Internet Explorer ver. 7 is running. IE ver 8 will not work properly.</p> <p>from your browser access http://losccscwview01/avaya</p> <p>when prompted enter 'twccorp\yourEID' and your network password.</p> <p>Entered on 06/28/2010 at 09:32:58 PDT (GMT-0700) by E091774:</p> <p>Request complete.</p> <p>Entered on 06/07/2010 at 12:08:05 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by Jame McEwen to grant Ken Alexander E089878 Witness viewer access.</p> <p>Mentor</p>	Application Development	Witness	Witness QM
Ticket	6/7/2010	140754	Standard	Closed	Witness Account Locked	Rodvel	Rodvel	Entered on 06/07/2010 at 16:29:42 PDT (GMT-0700) by Rodvel Velasquez:	Application	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
						Velasquez	Velasquez	User called in to have Witness account unlocked, I explained to her that Witness is on a timer and if she waited for 1/2 hour it will allow her to login.	Development		
Ticket	6/10/2010	141186	Standard	Closed	M.J. Dailey- witness	Steve Stiles	E081661	<p>Entered on 06/10/2010 at 14:13:15 PDT (GMT-0700) by Steve Stiles:</p> <p>Checks in Witness show audio and video for calls 6/10 (AM), 6/9 (AM) with batch of calls between 4 PM - 7 PM yesterday with audio only. CSR had left but looks like was still signed in, so was still getting calls, but no video because was not logged in to Black Box / ACSR - nothing to record for video.</p> <p>Since recording both Audio and Video ok, apparently not an application - workstation or server - issue.</p> <p>Let us know if problem recurs, and we'll check again.</p> <p>Thanks,</p> <p>Steve</p> <p>Steve Stiles Time Warner Cable West Region Desktop Support Colorado Springs, CO w) 719-867-4897</p> <p>> Contact the WEST Region Service Desk via phone: 888-607-HELP (4357) - or - just dial "38411" from any TWC AVAYA phone</p> <p>>> Open, edit or check on ticket status VIA INTRANET: http://selfservice</p> <p>>>> For Corporate IT Support, call the Corporate IT Support Desk (Corporate TSG) @ 888-411-5550</p> <p>or open a work order via email at corporate.support.desk@twcable.com</p> <p>*****</p> <p>****</p> <p>Please e-mail my supervisor Eric Sartin (eric.sartin@twcable.com) with any feedback.</p> <p>*****</p> <p>****</p> <p>Entered on 06/10/2010 at 10:17:24 PDT (GMT-0700) by E081661:</p> <p>ext 77580</p> <p>V# 3129</p> <p>Entered on 06/10/2010 at 09:40:54 PDT (GMT-0700) by Steve Stiles:</p> <p>Sent email req. for extension / jack number.</p>	Desktop Support	Software	Customer Care

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 06/10/2010 at 06:28:51 PDT (GMT-0700) by E081661: M.J. Dailey's calls are recorded, but there is no visual			
Ticket	6/10/2010	141189	Standard	Closed	Ken McPhail- witness	Steve Stiles	E081661	<p>Entered on 06/15/2010 at 08:05:00 PDT (GMT-0700) by Steve Stiles:</p> <p>Witness QM now recording both audio and video since installation of Witness on workstation / reboot. Checked sample calls for 6/10 -PM, 6/11, 6/12 and 6/14 - all show A & V ok.</p> <p>Please let us know if there's anything else.</p> <p>Thanks</p> <p>Steve</p> <p>Steve Stiles Time Warner Cable West Region Desktop Support Colorado Springs, CO w) 719-867-4897</p> <p>> Contact the WEST Region Service Desk via phone: 888-607-HELP (4357) - or - just dial "38411" from any TWC AVAYA phone</p> <p>>> Open, edit or check on ticket status VIA INTRANET: http://selfservice</p> <p>>>> For Corporate IT Support, call the Corporate IT Support Desk (Corporate TSG) @ 888-411-5550</p> <p>or open a work order via email at corporate.support.desk@twcable.com</p> <p>*****</p> <p>****</p> <p>Please e-mail my supervisor Eric Sartin (eric.sartin@twcable.com) with any feedback.</p> <p>*****</p> <p>***</p> <p>Entered on 06/11/2010 at 14:27:59 PDT (GMT-0700) by Steve Stiles:</p> <p>Pending until we can check in Witness to verify A/V recording ok after installation yesterday. /ss/</p> <p>Entered on 06/10/2010 at 14:09:32 PDT (GMT-0700) by Steve Stiles:</p> <p>Witness was not installed correctly on his workstation. Had him log off during lunch, installed & configured Witness - wcb in Witness tomorrow to ensure it is working correctly (server entries looked ok, so probably a desktop / Witness app issue).</p> <p>Entered on 06/10/2010 at 10:16:28 PDT (GMT-0700) by E081661:</p>	Desktop Support	Software	Customer Care

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								correct V# 3140 Entered on 06/10/2010 at 10:15:55 PDT (GMT-0700) by E081661: ext 77579 V#3129 Entered on 06/10/2010 at 09:40:25 PDT (GMT-0700) by Steve Stiles: Sent email req. for ext / jack number Entered on 06/10/2010 at 07:16:25 PDT (GMT-0700) by E081661: Witness is recording audio for Kenneth McPhail, but not video.			
Ticket	6/10/2010	141193	Standard	Closed	Needs witness password reset for GG	Larone Thompson	Larone Thompson	Entered on 06/10/2010 at 07:46:50 PDT (GMT-0700) by Larone Thompson: user needs her password reset. Complete	Service Desk	User Access Request	Witness
Ticket	6/10/2010	141301	Standard	Closed	PC will not power on - jack 1195 - 77321	Steve Stiles	Steve Stiles	Entered on 06/10/2010 at 12:36:37 PDT (GMT-0700) by Steve Stiles: PC at 1195 had been moved from jack 1205 - that system had failed and CSR had moved working unit from 1195. Failed workstation was ext 77446, from jack 1205. Since CSR had moved system, screen pops were not working correctly and Witness was getting Audio but no video on calls recorded before 10:45 AM today. At 10:45 AM, moved 77321 back to correct location (1195) and replaced 77446 at 1205, returning it to service with correct computer name for correct extension. Entered on 06/10/2010 at 12:32:06 PDT (GMT-0700) by Steve Stiles: PC will not turn on	Desktop Support	Hardware	Desktop
Ticket	6/14/2010	141746	Standard	Closed	Ambere Evans ... not able to see both sides of the viewer on the Quality....AAD is not showing at all #77423	Steve Stiles	E090193	Entered on 06/16/2010 at 10:50:24 PDT (GMT-0700) by Steve Stiles: Re-imaged system and locked taskbar on bottom of left monitor. CSR now recording both monitors for calls from 6/16 on. Entered on 06/16/2010 at 08:03:33 PDT (GMT-0700) by Steve Stiles: Re-imaged system - wcb after CSR comes in to see if QM now recording correctly. /ss/ Entered on 06/15/2010 at 11:45:18 PDT (GMT-0700) by Steve Stiles:	Desktop Support	Software	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Checked Witness settings on workstation and configuration of monitors - everything looks ok. Moved taskbar to left monitor, but still only showing one side - right-side monitor, nothing from left monitor. CSR will reboot system at lunch - wcb after lunch to see if it is recording correctly. Entered on 06/14/2010 at 14:19:21 PDT (GMT-0700) by Linda Evans: Ambere had someone come by to fix this but it is still not showing the aad side when doing QA's			
Ticket	6/14/2010	141815	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	Entered on 06/28/2010 at 09:32:31 PDT (GMT-0700) by E091774: Duplicate to 140576 Entered on 06/14/2010 at 16:43:09 PDT (GMT-0700) by Sandy Levine: Received SARF signed by James McEwen to grant Angela Kempke E090441 Witness Viewer access.	Application Development	Witness	
Ticket	6/14/2010	141824	Project	Closed	Witness QA not recording video / Error on startup	Dan Sheehan, E091774	E104596	Entered on 07/12/2010 at 12:40:17 PDT (GMT-0700) by Dan Sheehan: Once the DNS issue was cleared up they are now able to record the Video as well as the audio Entered on 07/09/2010 at 17:22:05 PDT (GMT-0700) by Sajid Mukadam: DNS records have been cleared. Entered on 07/01/2010 at 12:04:57 PDT (GMT-0700) by Dan Sheehan: System seems to have a DNS issue and waiting until that gets resolved. Entered on 06/30/2010 at 15:25:02 PDT (GMT-0700) by E091774: Witness Configuration checks out okay. Ping and tracert comparisons do not match. Check the DNS cache. Assigning back to Dan. Sajid Mukadam may be of assistance. Entered on 06/30/2010 at 14:45:36 PDT (GMT-0700) by Dan Sheehan: Talked to Kevin and he states that he is still not getting the Video Recording from Chris' machine. Entered on 06/29/2010 at 09:56:12 PDT (GMT-0700) by Dan Sheehan: Fixed the Error that the individual was getting with BGINFO. Checked Black box and it is	Desktop Support	Software	Customer Care

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>set up correctly. I did however notice that the individual was putting in his Extension in where it was asking for his Agent ID.</p> <p>Entered on 06/29/2010 at 09:28:34 PDT (GMT-0700) by James Mansell:</p> <p>Hi Dan, can you check this PC. It's not the GPO, if it was it would affect everyone. If you need assistance from Liam please reach out to him instead of assigning back to him.</p> <p>Entered on 06/28/2010 at 13:17:28 PDT (GMT-0700) by E091774:</p> <p>Correct system access issues with blackbox first. If QA Screen recording is still and issue after blackbox cti is corrected, return the ticket back to me.</p> <p>Entered on 06/14/2010 at 17:01:45 PDT (GMT-0700) by Kevin Muniz:</p> <p>Witness QA is capturing only audio, no video, for agent Chris Rubalcava at cube# 63, desk extension 37211. Agent tries to log into black box correctly but PC generates error when first logging onto network. Gets error window which states:</p> <p>Error 5 creating the output bitmap file C:\windows\bginfo.bmp Please ensure the path exists and it's writeable. You can select a different path using the bitmap/location menu item.</p> <p>Agent has to hit "OK" button 3-5 times before the system will progress with login script. Then Avaya IP agent starts on its own. After agent logs into Avaya then Black Box login box appears. He logs into that and it starts ACSR. Agent is getting "screen pops".</p>			
Ticket	6/14/2010	141834	Standard	Closed	Possible Reimaging or Reinstallation of Internet Explorer is required on my desktop - Please forward to desktop support.	Kenton Young	E092290	<p>Entered on 06/18/2010 at 12:25:46 PDT (GMT-0700) by Kenton Young:</p> <p>Re-imaged workstation as requested.</p> <p>Entered on 06/14/2010 at 17:15:14 PDT (GMT-0700) by Alfredo Martinez:</p> <p>Witness Avaya Viewer shuts down on every attempt to run a query.</p>	Desktop Support	Software	Sales
Ticket	6/15/2010	142011	Standard	Closed	AAD null error code	Jesse Gonzalez	E129142	<p>Entered on 06/16/2010 at 07:57:26 PDT (GMT-0700) by Jesse Gonzalez:</p> <p>Removed and re-installed AAD, cleared Java cache. Also turned down resolution of desktop, highest resolution prevents recording by Witness.</p> <p>Entered on 06/15/2010 at 14:25:22 PDT (GMT-0700) by Eduardo Cabrera:</p> <p>when the acct loads on aad, it doesn't load the full information. only shows the name. and the rest in peachy color. When click on billing inquiry it displays null error code.</p>	Desktop Support	Software	Customer Care

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								restart to continue working on aad.			
Ticket	6/18/2010	142691	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	Entered on 06/25/2010 at 15:39:39 PDT (GMT-0700) by E091774: Request Complete Entered on 06/18/2010 at 14:57:35 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Roger LaTorra for Witness Viewer for Ronnie Gomez E107245.	Application Development	Witness	Witness QM
Ticket	6/18/2010	142696	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	Entered on 06/25/2010 at 15:36:27 PDT (GMT-0700) by E091774: Request Complete Entered on 06/18/2010 at 15:09:39 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Jason Johnson requesting Witness viewer for Ternaz Butler E088835.	Application Development	Witness	
Ticket	6/18/2010	142700	Standard	Closed	SARF - Witness Viewer- Ontario	E091774	Sandy Levine	Entered on 06/24/2010 at 10:49:16 PDT (GMT-0700) by E091774: Request complete. From your browser Make certain you are on Internet Explorer Version 7 or below and Java JRE version 1.5.0_1x enter http://losonccwview/avaya enter 'twccorp\E088910' and your network password when prompted. Entered on 06/18/2010 at 15:15:28 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Sashi Nambiar to grant Michael Copening E088910 Witness viewer-Ontario access.	Application Development	Witness	Witness QM
Ticket	6/18/2010	142702	Standard	Closed	SARF - SMS Reports	Reporting: Michel Lemieux	Sandy Levine	Entered on 06/22/2010 at 13:13:19 PDT (GMT-0700) by michael.copening@twcable.com: The SARF that was submitted was requesting access to Witness "AGENT VIEWER". As of today I can not access this portal. Mike C. Entered on 06/18/2010 at 16:54:57 PDT (GMT-0700) by Michel Lemieux: Granted user access to SMS reports.	IS Reporting	SMS Request	User Access Request

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 06/18/2010 at 15:16:55 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Sashi Nambiar to grant Michael Copening E088910 SMS reports access. Care supervisor			
Ticket	6/18/2010	142717	Standard	Closed	need to run Impact 360 (aka Wittens or Verint) script to fix unknown scheduling error	E091774	E090674	Entered on 06/21/2010 at 09:35:47 PDT (GMT-0700) by E091774: Request complete. Script applied and confirmed with Betty. Closing ticket. Entered on 06/18/2010 at 15:47:39 PDT (GMT-0700) by Betty Ocenosak: Need to run script to fix scheduling error in Impact 360-Liam Galleran ticket	Application Development	Witness	Witness QM
Ticket	6/18/2010	142726	Standard	Closed	Delay Video for Witness QM	E091774	E142728	Entered on 06/24/2010 at 10:57:45 PDT (GMT-0700) by E091774: We reset the System clock to sync with the Viewer and BDR. Closing ticket. Entered on 06/18/2010 at 16:03:22 PDT (GMT-0700) by Ruben Navarro: User is reporting a delay in video for Witness QM.	Application Development	Witness	Witness QM
Ticket	6/19/2010	142755	Standard	Closed	Needs Witness password reset	Gerardo Bran	Gerardo Bran	Entered on 06/19/2010 at 11:24:28 PDT (GMT-0700) by Gerardo Bran: User left voicemail on the IT on-call number requesting for Witness password reset. Only service desk has access to reset witness password. They're not available until Monday,, however User can reset it's own Witness password on the following site: Self Password Resets: South: http://losonccwfmapi:7001/wfo/control/password_reset Metro: http://losonccwfmapi02:7001/wfo/control/password_reset North: http://losonccwfmapi03:7001/wfo/control/password_reset	Service Desk	User Access Request	Witness
Ticket	6/21/2010	142873	Standard	Closed	SARF- Witness Viewer	E091774	Sandy Levine	Entered on 06/25/2010 at 14:06:35 PDT (GMT-0700) by E091774: Request Complete. You will need to run Internet Explorer Ver. 7 for the webapp to function properly. From your browser navigate to: http://loshocccwview01/avaya_Hollywood/Culver City http://losvncccwview01/avaya_Van Nuys http://loscsccwview01/avaya_Colorado Springs	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>http://losonccwview/avaya Ontario/Garden Grove</p> <p>Where prompted enter twccorp\YourEID and your network password</p> <p>Entered on 06/21/2010 at 11:14:32 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by Fonda Williams for Witness Viewer access to Covello, GG, Hollywood, Ontario, COS and culver city for Chi Savage E092632.</p>			
Ticket	6/21/2010	142874	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	<p>Entered on 06/25/2010 at 11:53:59 PDT (GMT-0700) by E091774:</p> <p>You will need Internet Explorer 7 on your desktop in order to get this app to work properly.</p> <p>From your browser navigate to:</p> <p>http://loshoccwview01/avaya Hollywood/Culver City http://losvnccwview01/avaya Van Nuys http://loscsccwview01/avaya Colorado Springs http://losonccwview/avaya Ontario/Garden Grove</p> <p>Where prompted enter twccorp\YourEID and your network password.</p> <p>Entered on 06/21/2010 at 11:16:21 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by Lauren Suzuki for Witness Viewer access to Covello, GG, Hollywood, Ontario, COS and culver city for Fonda Williams E091080.</p>	Application Development	Witness	Witness QM
Ticket	6/23/2010	143322	Project	Closed	Witness sound distorted.	Richard Kuhn	E090574	<p>Entered on 09/29/2010 at 20:33:57 PDT (GMT-0700) by Richard Kuhn:</p> <p>This problem is being closed in lieu of the upcoming changes to ETS and the old age of this ticket</p> <p>It seems Telecom has no interest in troubleshooting this at this time and I am not sure why it was assigned to app dev.</p> <p>Either way in the second week of November this will be a non-issue with the rollout of ETS</p> <p>Entered on 09/28/2010 at 11:53:50 PDT (GMT-0700) by Anthony Podue:</p> <p>Reassigned to AppDev per Geovanni Herrera</p> <p>Entered on 09/08/2010 at 08:52:01 PDT (GMT-0700) by Anthony Podue:</p>	Service Desk	User Access Request	Witness

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Currently, Geovanni has not requested I troubleshoot further.</p> <p>Entered on 08/23/2010 at 12:42:01 PDT (GMT-0700) by Richard Kuhn:</p> <p>Liam left no information on who to contact</p> <p>Entered on 08/11/2010 at 14:31:04 PDT (GMT-0700) by Anthony Podue:</p> <p>Waiting for status on calls quality.</p> <p>Entered on 07/07/2010 at 15:49:22 PDT (GMT-0700) by V227975:</p> <p>Working with Liam on verifying configuration, settings, and design. It appears there is an issue with the IP-Network-Region codec sets. Will propose alternations and submit a CR to correct.</p> <p>Entered on 07/01/2010 at 15:05:33 PDT (GMT-0700) by E091774:</p> <p>Working with Tony Podue from telecom to explore codec configuration. Including him on ticket.</p> <p>Entered on 06/23/2010 at 11:54:25 PDT (GMT-0700) by Jana McEachin:</p> <p>Witness sound distorted. Can hear customers but not agents. Most calls are recorded this way. affecting the QA and sales verification</p>			
Ticket	6/23/2010	143379	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	<p>Entered on 06/25/2010 at 15:33:24 PDT (GMT-0700) by E091774:</p> <p>Request complete.</p> <p>Entered on 06/23/2010 at 14:56:44 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by Maria DeSantiago for Witness viewer access for Yarennna Palacios E079889.</p>	Application Development	Witness	Witness QM
Ticket	6/24/2010	143567	Standard	Closed	witness viewer not loading properly..	Patricia Reese2	Tanisha Walker	<p>Entered on 07/26/2010 at 10:37:19 PDT (GMT-0700) by Patricia Reese2:</p> <p>this is no longer a problem for her</p> <p>Entered on 06/25/2010 at 16:24:59 PDT (GMT-0700) by Patricia Reese2:</p> <p>gave her full rights to the IE application, but this didn't work. If I launch IE with admin rights, it works fine. Still trying to find solution</p> <p>Entered on 06/24/2010 at 11:54:59 PDT (GMT-0700) by Tanisha Walker:</p>	Desktop Support	Software	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								see attachment.. gave everyone and user full access to java folder			
Ticket	6/25/2010	143692	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	<p>Entered on 06/25/2010 at 15:31:13 PDT (GMT-0700) by E091774:</p> <p>Request complete.</p> <p>Debby already had access.</p> <p>Entered on 06/25/2010 at 06:51:23 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARFs signed by Aaron Watson to grant the following access to Witness Viewer:</p> <p>Jose Lua E089338 Lacey English E089012 Debbie Hallimore E104595</p> <p>SARF for Jose Lud is rejected due to conflict of signature on the form. Please resubmit.</p>	Application Development	Witness	Witness QM
Ticket	6/25/2010	143794	Standard	Closed	New hire Justin Henderson, COS on Selena Thomas' team, not recording in witness	Steve Stiles	E091058	<p>Entered on 07/22/2010 at 07:52:49 PDT (GMT-0700) by Steve Stiles:</p> <p>Check indicates CSR recording both audio and video QA now.</p> <p>Let us know if problem recurs.</p> <p>Thanks</p> <p>Steve</p> <p>Steve Stiles Time Warner Cable West Region Desktop Support Colorado Springs, CO w) 719-867-4897</p> <p>> Contact the WEST Region Service Desk via phone: 888-607-HELP (4357) - or - just dial "38411" from any TWC AVAYA phone</p> <p>>> Open, edit or check on ticket status VIA INTRANET: http://selfservice</p> <p>>>> For Corporate IT Support, call the Corporate IT Support Desk (Corporate TSG) @ 888-411-5550</p> <p>or open a work order via email at corporate.support.desk@twcable.com</p> <p>*****</p> <p>****</p> <p>Please e-mail my supervisor Eric Sartin (eric.sartin@twcable.com) with any feedback.</p>	Desktop Support	Software	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>*****</p> <p>***</p> <p>Entered on 07/06/2010 at 10:31:37 PDT (GMT-0700) by Steve Stiles:</p> <p>Still not recording - further checking indicates that ext 77038 had been at that location - trying to determine why machine was renamed from 77038 to 77609. -- Ext 77038 removed from ASA - 77609 added - but still not recording under Selena's team listing; will check with Selena / Diane to see if CSR has been moved to diff. team.</p> <p>Entered on 06/28/2010 at 07:45:09 PDT (GMT-0700) by Steve Stiles:</p> <p>77609 - not 77069 - verified change, input into ticket description field was typo.</p> <p>Entered on 06/28/2010 at 07:26:08 PDT (GMT-0700) by Steve Stiles:</p> <p>Black box was showing logging in to ext 77038. Changed to correct ext - 77069 - will check later today to see if that "fixed" problem.</p> <p>Entered on 06/25/2010 at 14:11:36 PDT (GMT-0700) by Diane Weissenfluh:</p> <p>Computer name is LOSCSCCCCD77609 Justin Henderson. Not recording in witness</p> <p>Port 2210</p> <p>Entered on 06/25/2010 at 13:29:55 PDT (GMT-0700) by Michael Allen2:</p> <p>Justin Henderson Ext: 77609 PC Name: LOSCSCCCCD77609 Avaya Agent Login - 79476</p> <p>Confirmed that the application is loaded and working correctly on the PC.... Double checked the application settings and registry settings - all fine.</p> <p>Confrimed the Workstations, Work Spaces and Telephone settings in Witness are fine... Checked the Avaya Agent Login in Witness - Fine...</p> <p>Confirmed spit skill 6 is assigned...</p> <p>Confirmed that audio is being recorded and playing back correctly in Avaya viewer, possibly just not being linked in Witness.</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								~~ Will try and reinstall Witness on the workstation.. ~~ Entered on 06/25/2010 at 11:56:26 PDT (GMT-0700) by Diane Weissenfluh: New hire, Justin Henderson, Nesting in COS, is not recording in witness. witness checked for setup and avaya. All correct.			
Ticket	6/27/2010	143921	Severe	Closed	Employee Kyle Reilly needs to have his emial address and passwords restored. Please remove supervisor access as he used to have. Kyle will only front-line employee access to our system.	Sandy Levine	E092633	Entered on 06/28/2010 at 10:36:49 PDT (GMT-0700) by Sandy Levine: Per Kyle, all applications he uses are working. *closing ticket** Entered on 06/28/2010 at 10:20:50 PDT (GMT-0700) by E091774: Removed myself from assignees. Network password will correct witness access issues. Entered on 06/28/2010 at 09:44:29 PDT (GMT-0700) by Tanisha Walker: User should have agent only access to CMS, Avaya QA/viewer, CSAT, Scorecards, witnes QA payexpress, OMSE, Email dl from REM vannuys mentor, MOC user ist TWC active sync users, DLVS03, LA CUST OPS, LOS MARKETIn g need to be removed from all theses DL's aas well ... Entered on 06/27/2010 at 09:57:55 PDT (GMT-0700) by Harold Quintana: Van Nuys call center employee, Kyle Reilly, PS# 1091051, needs to have his emial address and passwords restored. Please remove the "supervisor access" Kyle had been previouosly been entrusted with. Kyle will only have front-line employee access to our system. Any questions or concerns please contact Maria De Santiago, dept. manager at 818-778-5086 (office) or Harold Quintana, HR manager at 818-778-5025 (office) or 818-335-9013 (cell).	Desktop Support	Software	
Ticket	6/28/2010	144004	Standard	Closed	Witness Password Reset	Larone Thompson	Dan Sheehan	Entered on 06/28/2010 at 10:21:16 PDT (GMT-0700) by Larone Thompson: password = password Entered on 06/28/2010 at 10:13:47 PDT (GMT-0700) by Dan Sheehan: User needs to have her password in Witness Reset.	Service Desk	User Access Request	Witness
Ticket	6/28/2010	144105	Standard	Closed	Witness QM not working properly	Application Development. Individual Users: E091774	Tanisha Walker	Entered on 06/28/2010 at 15:07:19 PDT (GMT-0700) by E091774: Calls older than 6 months are no longer available directly through QM or Viewer. The recording has purged.	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category	
								Entered on 06/28/2010 at 15:01:34 PDT (GMT-0700) by Tanisha Walker: Can't get into gg/ontario Ontario & Garden Grove: http://losonccbdr01:8285/qm she can log in but can't get into call its self.. it states teh call is not retrievable.. NOTE: this call is from 2009				
Ticket	6/28/2010	144107	Standard	Closed	IMPACT 360 Login Issue	E091774	Rodvel Velasquez	Entered on 07/01/2010 at 15:03:00 PDT (GMT-0700) by E091774: Issue resolved. Password reset. closing ticket. Entered on 06/30/2010 at 16:39:41 PDT (GMT-0700) by E091774: I will investigate further once on site. Entered on 06/30/2010 at 10:41:13 PDT (GMT-0700) by E091774: Agent scheduled to be in after 2:00 PM today. Entered on 06/28/2010 at 15:06:59 PDT (GMT-0700) by Rodvel Velasquez: User called in and said that she can no longer login to Impact 360 with her password, she stated that she was able to login this morning but when she rebooted her PC and tried to log back in it did not recognize her password.	Application Development	Witness	Witness WFM	
Ticket	6/29/2010	144319	Request	Closed	SARF - Network Access	Tri Tran	Sandy Levine	Entered on 06/30/2010 at 15:17:49 PDT (GMT-0700) by Tri Tran: Per Liam Galleran, losvnccbdr01 is a witness server and if you require access to this server please submit a new SARF with approval from both the director of operations (James Mansell) and IT (Jim McMicken). Entered on 06/30/2010 at 14:36:56 PDT (GMT-0700) by Svetlana Shilova: Guys, i do not grant a forder access on a server. I grant a permission on a sql server level Entered on 06/30/2010 at 13:35:41 PDT (GMT-0700) by Tri Tran: Hi Lana, Can you please help us with this ticket? Entered on 06/30/2010 at 11:26:04 PDT (GMT-0700) by Matt Bilyeu: user called in for an update, would like this expedited if possible. Entered on 06/30/2010 at 09:01:34 PDT (GMT-0700) by Tri Tran:	NetOps	User Access Request - Netops	File Server	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Access Granted to:\\losboshfile01\la-rem\\losbohsfile01\custops</p> <p>Verifying with Liam Galleran for access to \\losvnccbdr01\8285\qm\close-window html</p> <p>Entered on 06/29/2010 at 13:36:19 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by Maria DeSantiago to grant Andrew Ortega E092516 read/write/delete access to:</p> <p>\\losboshfile01\la-rem \\losbohsfile01\custops \\losvnccbdr01\8285\qm\close-window html</p>			
Ticket	6/29/2010	144320	Request	Closed	IP Agent 7 testing Witness changes	Simoun Sim, E091774	Simoun Sim	<p>Entered on 07/07/2010 at 09:36:15 PDT (GMT-0700) by Simoun Sim:</p> <p>all agent are testing good.</p> <p>Entered on 06/29/2010 at 14:18:08 PDT (GMT-0700) by E091774:</p> <p>Added Simoun Sim onto the ticket to test. Witness configuration is complete.</p> <p>Entered on 06/29/2010 at 14:13:58 PDT (GMT-0700) by E091774:</p> <p>I added the IPAgent extension into the workspace names in Witness QM and added the extensions into the monitored extensions in CSCM. As long as the switch recognizes the avaya login ID and the extension, WFM should work fine. I don't know how Kronos is linked.</p> <p>Entered on 06/29/2010 at 13:38:26 PDT (GMT-0700) by Simoun Sim:</p> <p>Liam please do the necessary changes for IP agent testing so agents can still have Kronos and Witness application working attached are the list of agent for Covello , Hollywood and Culver City</p>	Application Development	Witness	Witness WFM
Ticket	6/29/2010	144327	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	<p>Entered on 06/30/2010 at 14:15:20 PDT (GMT-0700) by E091774:</p> <p>Request complete. Closing ticket.</p> <p>Entered on 06/29/2010 at 13:50:02 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by Jeff Smith to grant Witness Viewer access for the following:</p> <p>Patricia Marchewka E105454 Tawna English E090179</p>	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Donica Dalzell E102683 Customer service Mentors			
Ticket	6/29/2010	144332	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	Entered on 06/30/2010 at 14:21:15 PDT (GMT-0700) by E091774: Request complete. Closing ticket. Make certain your running Internet Explorer version 7. Browse to: http://losonccwview/avaya when prompted enter twccorp\E017842 and your network password. Entered on 06/29/2010 at 13:57:05 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Sashi Nambiar to grant Brian Duvall E017842 Witness Viewer for Ontario.	Application Development	Witness	
Ticket	6/30/2010	144554	Standard	Closed	when I log in to phone it takes more than 2 or 3 punches for it to hold	Telecom: Rod Rodriguez	E093057	Entered on 06/30/2010 at 16:31:55 PDT (GMT-0700) by Rod Rodriguez: Reset phones and refreshed agent ID's for Gracie and Peter. Please let me know if it happens again. Entered on 06/30/2010 at 13:26:05 PDT (GMT-0700) by Altagracia Urrea: Thank god & myself that I come in early enough to log in to the queue early enough. Most of the time I have to log in or push the auto in 2 or 3 times in order for me to be logged on. What I have noticed is that if I do not connect the headset before logging in it does not take the log in. It should be able to log me in without having to connect the headset? I have Jesse as witness that it just would not log me in.	Telecom	Trouble	Avaya Login
Ticket	6/30/2010	144560	Standard	Closed	Please downgrade Internet explorer to version 7 for Witness viewer access	Jesse Gonzalez	E092994	Entered on 07/01/2010 at 09:45:12 PDT (GMT-0700) by Jesse Gonzalez: Downgraded to IE7 Entered on 06/30/2010 at 13:51:39 PDT (GMT-0700) by Melanie Taylor:	Desktop Support	Software	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Please downgrade Internet explorer to version 7 for Witness viewer access			
Ticket	6/30/2010	144581	Standard	Closed	SARF - Witness Viewer	Application Development. Individual Users: E091774	Sandy Levine	Entered on 06/30/2010 at 15:20:00 PDT (GMT-0700) by E091774: Request complete. Closing ticket per confirmation by Satenik. Entered on 06/30/2010 at 15:02:45 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Lauren Suzuki for Witness viewer access for Satenik Abeshyan E091126.	Application Development	Witness	Witness QM
Ticket	7/1/2010	144781	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	Entered on 07/01/2010 at 15:14:24 PDT (GMT-0700) by E091774: Request complete. from an Internet Explorer 7 browser (IE8 will not work) browse to: http://losonccwview/avaya at login prompt enter "twccorp\yourEID" and your network password. Entered on 07/01/2010 at 13:52:16 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Sashi Nambiar to grant the following access to Witness Viewer: Grace Gudino E089138 Debra Giselbach E089090	Application Development	Witness	
Ticket	7/1/2010	144813	Standard	Closed	Error in witness	E142728	E142728	Entered on 07/01/2010 at 15:27:54 PDT (GMT-0700) by Ruben Navarro: User was not able to see all content in witness. User verified that she is able to view content in witness.	Service Desk	General Questions/Other	Other
Ticket	7/1/2010	144865	Standard	Closed	Chankara Hill Audio Customers can not hear agent. Work Station 114F 57153	Telecom: Simoun Sim	Carlos Wilhelm	Entered on 07/08/2010 at 10:24:13 PDT (GMT-0700) by Simoun Sim: Microphone location is incorrect. Will send an email to Carlos with headset instruction. Carlos please cover your agent with the correct use of agent headset Entered on 07/01/2010 at 19:55:30 PDT (GMT-0700) by Carlos Wilhelm: Customers complaint that they can not hear agent. Verified with a call monitored in witness 20100629V7013105 causing customers to call back.	Telecom	Trouble	Poor Audio Quality
Ticket	7/2/2010	144922	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	Entered on 07/06/2010 at 13:36:53 PDT (GMT-0700) by E091774:	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Request Complete. Closing Ticket.</p> <p>Make certain your browser is Internet Explorer-7. IE-8 will not work properly.</p> <p>goto</p> <p>http://losonccwview/avaya ; Ontario/Garden Grove http://loshocccwview01/avaya ; Hollywood/Culver City http://loscsccwview01/avaya ; Colorado Springs http://losvnccwview01/avaya Van Nuys</p> <p>At the prompt enter twccorp\<yourVID> password= <your network password></p> <p>Entered on 07/02/2010 at 11:15:04 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by Satenik Abeshyan to grant Rochelle Latimore E091956 Witness viewer access.</p>			
Ticket	7/2/2010	144925	Standard	Closed	SARF - Witness	E091774	Sandy Levine	<p>Entered on 07/06/2010 at 13:45:44 PDT (GMT-0700) by E091774:</p> <p>Request Complete. Closing Ticket.</p> <p>Make certain your browser is Internet Explorer-7. IE-8 will not work properly.</p> <p>goto</p> <p>http://losonccwview/avaya ; Ontario/Garden Grove</p> <p>At the prompt enter twccorp\<yourVID> password= <your network password></p> <p>Entered on 07/02/2010 at 11:23:00 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARFs signed by Jason Johnson to grant the following Witness viewer access for Ontario:</p> <p>Nicole Frantz E142340 Donald Lyons E089347 Jean Rawls-Knight E092662</p> <p>Care Supervisors</p>	Application Development	Witness	Witness QM
Ticket	7/2/2010	144996	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	Entered on 07/06/2010 at 13:42:04 PDT (GMT-0700) by E091774:	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Request Complete. Closing Ticket.</p> <p>Make certain your browser is Internet Explorer-7. IE-8 will not work properly.</p> <p>goto</p> <p>http://losonccwview/avaya ; Ontario/Garden Grove</p> <p>At the prompt enter twccorp\<yourVID> password= <your network password></p> <p>Entered on 07/02/2010 at 16:10:32 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARFs signed by Jason Johnson to grant the following Witness viewer for Ontario:</p> <p>Eliseo Capellino E142339 Carlos Wilhelm E089821 Saul Vieyra E093106 Stella Arias E091209 Laticia Adams E088699</p>			
Ticket	7/6/2010	145215	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	<p>Entered on 07/08/2010 at 11:33:42 PDT (GMT-0700) by E091774:</p> <p>Request complete, Closing ticket.</p> <p>Make certain your browser is Internet Explorer-7. IE-8 will not work properly.</p> <p>goto</p> <p>http://loscsccwview01/avaya ; Colorado Springs</p> <p>At the prompt enter twccorp\<yourEID> password= <your network password></p> <p>Entered on 07/06/2010 at 17:04:37 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by Jeff Smith to grant Angel Hernandez E117509 Witness viewer access.</p>	Application Development	Witness	Witness QM
Ticket	7/6/2010	145232	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	<p>Entered on 07/08/2010 at 11:28:06 PDT (GMT-0700) by E091774:</p> <p>Request complete. Closing ticket.</p>	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Make certain your browser is Internet Explorer-7. IE-8 will not work properly. goto http://losonccwview/avaya ; Ontario/Garden Grove At the prompt enter twccorp\<yourEID> password= <your network password> Entered on 07/06/2010 at 21:08:36 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Jason Johnson to create a Witness View login for Douglas Taylor E067527. Care supervisor			
Ticket	7/7/2010	145470	Standard	Closed	SARF - Witness Manager access	Sandy Levine	Sandy Levine	Entered on 07/08/2010 at 11:58:04 PDT (GMT-0700) by Sandy Levine: this request is complete. Login is the EID and first time password is “password”, you will get a prompt to change the password. Entered on 07/07/2010 at 16:38:16 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Robert Daleo to grant Sue Otto E089522 Witness QA manager access. Sent email to Octavio Gonzalez for account creation.	Service Desk	User Access Request	Witness
Ticket	7/8/2010	145598	Standard	Closed	Viewer Issue	Michael Allen2	E090179	Entered on 07/09/2010 at 02:31:29 PDT (GMT-0700) by Michael Allen2: Downgraded workstation from IE 8 to IE 7... working fine now.... Closed ticket. Entered on 07/08/2010 at 14:25:50 PDT (GMT-0700) by E091774: The issue described is indicative of the Browser running IE-8. Please confirm and downgrade to IE-7. ticket assignment transitioned to desktop support. Entered on 07/08/2010 at 12:25:58 PDT (GMT-0700) by Tawna-marie English: Trying to use Witness Viewer and it will allow me to search but never loads the call. Just shows "Retrieving call..." and nothing ever comes up. Has been ongoing for 3 days now.	Application Development	Witness	
Ticket	7/8/2010	145694	Standard	Closed	SARF - Witness QA	Sandy Levine	Sandy	Entered on 07/15/2010 at 15:58:03 PDT (GMT-0700) by Sandy Levine:	Service Desk	User Access	Witness

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
					supervisor		Levine	Luz you already have access. Entered on 07/13/2010 at 13:34:53 PDT (GMT-0700) by Sandy Levine: email sent to Diane Weissenfluh. Entered on 07/08/2010 at 16:26:07 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Susan Barnas to grant Luz Galvez E045755 Witness QA supervisor access.		Request	
Ticket	7/8/2010	145701	Standard	Closed	SARF - Witness QA Supervisor	Sandy Levine	Sandy Levine	Entered on 07/19/2010 at 09:24:56 PDT (GMT-0700) by Sandy Levine: Completed by Diane Weisenfluff Entered on 07/13/2010 at 13:25:19 PDT (GMT-0700) by Sandy Levine: Sent email to Diane Weisenfluf Entered on 07/08/2010 at 16:37:18 PDT (GMT-0700) by Sandy Levine: Received SARF signed by James McEwen to grant the following Witness QA supervisor access: Tifphani Adams E130846 Edward Cousins E120234 Interim Supervisors	Service Desk	User Access Request	Witness
Ticket	7/9/2010	145864	Standard	Closed	Agent is not appearing in Witness	Telecom: Simoun Sim. Individual Users: E091774, V227975	E142728	Entered on 07/14/2010 at 08:55:44 PDT (GMT-0700) by Simoun Sim: Was able to see recording for agent on station 56005 for 7/13/2010 Entered on 07/09/2010 at 17:41:34 PDT (GMT-0700) by E091774: This agent is at ext. 56005 which is an IP-agent station. The station has been configured and associate in Witness but is not registering. Adding Telecom to the ticket. Entered on 07/09/2010 at 12:01:11 PDT (GMT-0700) by Ruben Navarro:	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								User Isidro Rodarte E092726 is not appearing in Witness when he is logged in. Screenshot attached.			
Ticket	7/9/2010	145877	Standard	Closed	unable to login to Witness	Asem Alomari	Asem Alomari	Entered on 07/09/2010 at 12:52:53 PDT (GMT-0700) by Asem Alomari: per user issue been resolved ok to close. Entered on 07/09/2010 at 12:21:22 PDT (GMT-0700) by Asem Alomari: unable to login to Witness	Service Desk	User Access Request	Witness
Ticket	7/9/2010	145921	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	Entered on 07/14/2010 at 16:32:13 PDT (GMT-0700) by E091774: Request complete, Closing ticket. Make certain you are running Internet Explorer 7 on you PC. IE-8 will not work. From your browser navigate to http://losvnccwview01/avaya at the login prompt enter twccorp\<yourEID> and <Your Network Password> Entered on 07/09/2010 at 14:15:16 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Maria DeSantiago to grant Michael Kim E077344 Witness Viewer. Interim Mentor	Application Development	Witness	Witness QM
Ticket	7/12/2010	146150	Severe	Closed	Witness-No Calls being recorded for all supervisors after 7/8/10	E091774	E092644	Entered on 07/13/2010 at 14:09:41 PDT (GMT-0700) by E091774: Duplicate ticket. Matches issue closed 7/12 with ticket 146225. Entered on 07/12/2010 at 08:54:46 PDT (GMT-0700) by Elizabeth Long: Witness stop recording calls, the last day witness recorded calls was 7/8/10. All the supervisor's folders have been affected.	Application Development	Witness	Witness QM
Ticket	7/12/2010	146225	Standard	Closed	Witness Not Recording	Application Development. Individual Users: E091774	Rodvel Velasquez	Entered on 07/12/2010 at 16:28:38 PDT (GMT-0700) by E091774: Issue Resolved by 12:00 Noon 7/12/2010. Stopped and started the CSCM service. Closing ticket. There had been a lost heartbeat between the switch and the CSCM so while the CSCM service appeared to be up and in service, loss of signaling at 4:05 PM on 7/8/2010	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								caused recording triggers to be missed and there were no recordings being performed. There were no telecom or call center events that would have flagged this loss of signaling. No tickets were opened until this one. Entered on 07/12/2010 at 11:03:58 PDT (GMT-0700) by Rodvel Velasquez: User called in to report that the Witness Server stopped recording since Thursday around 4:00pm.			
Ticket	7/12/2010	146248	Standard	Closed	Witness QA not recording video	E091774	E104596	Entered on 07/15/2010 at 16:27:36 PDT (GMT-0700) by E091774: Corrected Workspace configuration. Closing ticket. Entered on 07/12/2010 at 12:43:56 PDT (GMT-0700) by Kevin Muniz: Witness QA is capturing only audio, no video, for agent Kathy Duong at cube# 64, desk extension 37209.	Desktop Support	Software	Customer Care
Ticket	7/12/2010	146263	Standard	Closed	Please add Avaya, Witness, Printer. Profile of Sup Intern	Unassigned	E120234	Entered on 07/12/2010 at 14:48:59 PDT (GMT-0700) by Michael Allen2: Sent email... Customer education.... From: Allen2, Michael Sent: Monday, July 12, 2010 3:48 PM To: Cousins, Edward; Jones, RobinCc: Smith2, JeffreySubject: IT Ticket 146263 Edward, Mostly FYI - All regular software requests have to come from a manager or above… In your case, once the SARF is submitted to have your CMS login created, rights on the G: drive, Witness, Avaya viewer, and color printer access we will be able to do the CMS install. When the SARF is approved it will automatically generate the necessary tickets for your request. Closing ticket 146263. Mike Allen Entered on 07/12/2010 at 13:56:49 PDT (GMT-0700) by Edward Cousins: Need this stations set for Supervisor Intern Access Avaya, Witness, Viewer, Printer and Read Only access to G drive I.P Address 10.88.82.136 Loscscuccd77104	Desktop Support	Hardware	Desktop

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Port 2205V 2205d Schedule 11a-8p			
Ticket	7/12/2010	146279	Severe	Closed	IE Downgrade Request	Dan Sheehan	Rodvel Velasquez	Entered on 07/12/2010 at 15:43:27 PDT (GMT-0700) by Dan Sheehan: Downgraded user from IE 8 to IE 7 so she could use Witness Entered on 07/12/2010 at 14:44:17 PDT (GMT-0700) by Rodvel Velasquez: User called in and requested to have IE downgraded from IE8 to IE7 so that it would work with Witness Viewer. She has requested to have this done ASAP because she has a project that she has to do for her boss tomorrow morning.	Desktop Support	Software	Other
Ticket	7/13/2010	146559	Standard	Closed	Witness not able to retrieve call for one agent	Jesse Gonzalez	E131197	Entered on 07/14/2010 at 15:20:59 PDT (GMT-0700) by Jesse Gonzalez: User was on highest monitor resolution. Adjusted... Entered on 07/13/2010 at 19:00:52 PDT (GMT-0700) by Joe Santiago: Witness unable to retrieve calls for one agent in particular. Error message attached.	Desktop Support	Software	Customer Care
Ticket	7/14/2010	146609	Standard	Closed	Unable to save to calender T3 schedules	E091774	E090917	Entered on 07/14/2010 at 09:45:42 PDT (GMT-0700) by E091774: This is a Witness Impact 360 database issue. There are duplicate entries in the tables. Ran a query to clear the duplicates. issue resolved. closing ticket. Entered on 07/14/2010 at 09:34:25 PDT (GMT-0700) by Connie Landino: getting unable to save to calender error when running the week of 7-23 for T3 Regional schedules.	Application Development	Witness	Witness WFM
Ticket	7/14/2010	146671	Standard	Closed	SARF - Witness Viewer	Application Development. Individual Users: E091774	Sandy Levine	Entered on 07/14/2010 at 16:46:17 PDT (GMT-0700) by E091774: Request complete. Closing ticket. Make certain your browser is Internet Explorer-7. IE-8 will not work properly. from your browser goto http://loscccwview01/avaya ; Colorado Springs At the prompt enter twccorp\<yourEID>	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								password= <your network password> Entered on 07/14/2010 at 12:17:37 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Joe Russ for Witness viewer access for Athanasios Kotopoulos E090459. Supervisor			
Ticket	7/15/2010	146831	Standard	Closed	Missing schedules in Blue Pumpkin	E091774	E092681	Entered on 07/15/2010 at 14:08:34 PDT (GMT-0700) by E091774: This is not a System issue. There are multiple users in the campaigns that are making adjustments. If anyone is using "What If" mode, we don't have a separate What If database so it may have an impact by leaving What if relics on the production DB. Closing ticket. Entered on 07/15/2010 at 09:31:55 PDT (GMT-0700) by Maria Reyes: Blue Pumpkin is missing schedules and at times may display schedule unavailability	Application Development	Witness	Witness WFM
Ticket	7/16/2010	147071	Standard	Closed	WITNESS recording issue for Nichelle Jelks (cust serv agent) in Culver City.	E091774	E023724	Entered on 07/19/2010 at 16:49:38 PDT (GMT-0700) by E091774: Tee are recording and the agent is being currently recorded. No problem found. Entered on 07/16/2010 at 11:44:33 PDT (GMT-0700) by Laura Seifert: Have a customer service agent in Culver City that is not recording in WITNESS. Her sup has confirmed she is here. Her name is: Nichelle Jelks and she reports to Janene Skillern. Her EID is E116560 and her avaya # is 70748. Plz let me know if you require any further information.	Application Development	Witness	Witness QM
Ticket	7/16/2010	147074	Standard	Closed	needs the latest AVAYA version installed.	Ernesto Hernandez	Asem Alomari	Entered on 07/28/2010 at 12:51:53 PDT (GMT-0700) by Ernesto Hernandez: Problem was not AVAYA, nor Witness, or Java, the issue was with her profile in her system, recreated an new one, and worked. Entered on 07/16/2010 at 11:54:09 PDT (GMT-0700) by Asem Alomari: needs the latest AVAYA version installed.	Desktop Support	Software	
Ticket	7/19/2010	147312	Standard	Closed	second monitor not working	Jesse Gonzalez	Tanisha Walker	Entered on 07/20/2010 at 08:00:35 PDT (GMT-0700) by Jesse Gonzalez: Installed witness fix	Desktop Support	Hardware	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 07/19/2010 at 11:47:40 PDT (GMT-0700) by Tanisha Walker: has 2 different agents... Eids E093237 zatrhan, j and E127074 hart j			
Ticket	7/19/2010	147341	Standard	Closed	Witness recording very few calls	Application Development. Individual Users: E091774	E092644	Entered on 07/19/2010 at 17:14:52 PDT (GMT-0700) by E091774: There is an abundance of available recordings for each of these agents in the Unassigned folder. The Hollywood Care folder is maxed out due to a 7 day purge cycle. Calls over 999 will automatically go to the unassigned folder. Recommend shorten the purge cycle to 5 days. Closing Ticket with Cynthia's approval. Entered on 07/19/2010 at 16:52:56 PDT (GMT-0700) by E091774: Grabbed ticket from the queue and assigned it to myself. Entered on 07/19/2010 at 13:05:12 PDT (GMT-0700) by Elizabeth Long: Hi Liam I confirm with REM and they said the call volume has not been low for the last few days. I have a few agents that are still not being recorded as their peers in witness. Kimberly Koterba (Avaya#39478) Calvin Lovick (#39491) Mireya Mansir (39481) John Park (39489)(has no recorded calls) and it is showing him with 4 calls in the Viewer for 7/19. Mariano Calderon (39488)	Application Development	Witness	Witness QM
Ticket	7/22/2010	148023	Severe	Closed	Please reset my password for IMPACT 360	Application Development: Richard Kuhn. Individual Users: E091774	E145377	Entered on 07/23/2010 at 13:28:10 PDT (GMT-0700) by Richard Kuhn: Your password has been changed to password Entered on 07/22/2010 at 16:09:42 PDT (GMT-0700) by E145377: please reset my Impact 360 password	Application Development	Witness	Witness WFM
Ticket	7/23/2010	148173	Standard	Closed	Witness not the same ammount of calls are being recording 1 out of 10 needs to be recorded for each agent. Folders for each supervisor does not contain the same	Pamela Crawford, Richard Kuhn	Mario Polanco	Entered on 08/24/2010 at 09:28:21 PDT (GMT-0700) by esperanza.davalos@twcable.com: Agent Avaya ID	NetOps	Monitoring Alert	Systems

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
					number of calls.			<p>39345</p> <p>Workstation Phone Extention</p> <p>x38069</p> <p>Workstation PC Name</p> <p>LOSHOCCCCD31259</p> <p>Workstation IP Address</p> <p>10.88.32.192</p> <p>Entered on 08/24/2010 at 05:20:30 PDT (GMT-0700) by Richard Kuhn:</p> <p>No response from submitter in over a week. Closing ticket</p> <p>Entered on 07/26/2010 at 17:48:03 PDT (GMT-0700) by Pamela Crawford:</p> <p>Witness application configuration should be done by the Witness administrator in each Call Center. If the Administrator cannot resolve the issue, they have the option to call Veriant for support. I will follow up with this business user.</p> <p>Entered on 07/26/2010 at 09:09:41 PDT (GMT-0700) by Richard Kuhn:</p> <p>The systems are set to record 20% of the calls (2 out of 10) Is this not the case?</p> <p>When you say they do not match are there more or fewer than expect and is 1/10 what you are expecting?</p> <p>Entered on 07/23/2010 at 14:11:49 PDT (GMT-0700) by Michael Zebrow:</p> <p>Transferring to Applications Development team. This is a witness application configuration change request.</p> <p>Entered on 07/23/2010 at 14:07:44 PDT (GMT-0700) by Mario Polanco:</p> <p>Witness not the same amount of calls are being recording 1 out of 10 needs to be recorded for each agent. Folders for each supervisor does not contain the same number of calls.</p>			
Ticket	7/26/2010	148377	Standard	Closed	Needs witness password	Larone	Larone	Entered on 07/26/2010 at 10:30:33 PDT (GMT-0700) by Larone Thompson:	Service Desk	User Access	Witness

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
					reset	Thompson	Thompson	user needs to have her witness password reset. Complete		Request	
Ticket	7/26/2010	148515	Standard	Closed	Witness QM Password Reset	Richard Kuhn, E091774	Rodvel Velasquez	Entered on 07/27/2010 at 14:51:35 PDT (GMT-0700) by Richard Kuhn: Your password has been reset to password It will prompt you to change it upon your next login Entered on 07/26/2010 at 16:32:07 PDT (GMT-0700) by Rodvel Velasquez: User called in and requested to have her password reset for Witness QM.	Application Development	Witness	Witness QM
Ticket	7/27/2010	148716	Standard	Closed	SARF - Witness Supervisor for Chris Barnes	Sandy Levine	Sandy Levine	Entered on 08/02/2010 at 14:29:11 PDT (GMT-0700) by Sandy Levine: Access was granted and a separate email was sent with login information. Entered on 07/30/2010 at 14:10:37 PDT (GMT-0700) by Sandy Levine: Sent email to Octavio Gonzalez Entered on 07/27/2010 at 14:44:46 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Aaron Watson to grant Chris Barnes E148401 Witness supervisor access.	Service Desk	User Access Request	Witness
Ticket	7/28/2010	148870	Standard	Closed	Veritas NOM Failed Job	Tri Tran	E142728	Entered on 08/03/2010 at 15:30:22 PDT (GMT-0700) by Tri Tran: This is a witness vault job that was canceled because were no longer required to backup witness data. Entered on 07/28/2010 at 10:57:34 PDT (GMT-0700) by Ruben Navarro: Failed Job Job ID: 56147Server: Losorannbu01Status: 308Client Losorannbu01	NetOps	Monitoring Alert	Systems
Ticket	7/28/2010	148895	Standard	Closed	Problem with Witness Folder/Rules - Calls not going into folder	Richard Kuhn, E091774	E127899	Entered on 07/29/2010 at 11:57:26 PDT (GMT-0700) by amanda.thomason@twcable.com: Please close ticket. Problem soved. Thanks,	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Amanda From: IT Service Desk [mailto:los.it.ticket@twcable.com] Sent: Wednesday, July 28, 2010 3:34 PM To: Thomason, Amanda Subject: Problem with Witness Folder/Rules - Calls not going into folder ISSUE=148895 PROJ=2</p> <p>[Duplicate message snipped]</p> <p>Entered on 07/29/2010 at 11:50:22 PDT (GMT-0700) by amanda.thomason@twcable.com:</p> <p>These rules would be on the Ontario server under the South Tech Ops folder. The folder within South Tech ops is for Gisele Grays. The rule condition is sup name = Gisele, Grays and Event type = connect END.</p> <p>Thanks, Amanda From: IT Service Desk [mailto:los.it.ticket@twcable.com] Sent: Wednesday, July 28, 2010 3:34 PM To: Thomason, Amanda Subject: Problem with Witness Folder/Rules - Calls not going into folder ISSUE=148895 PROJ=2</p> <p>[Duplicate message snipped]</p> <p>Entered on 07/28/2010 at 15:34:16 PDT (GMT-0700) by Richard Kuhn:</p> <p>Please provide details on which server these rules are on Hollywood Ontario Van Nuys Colorado SPrings</p> <p>Also can you tell me what folder the rules are created in As well as the type of rule you created Event Rule Randomizer rule Schedule Rule etc</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 07/28/2010 at 11:42:43 PDT (GMT-0700) by Amanda Thomason: Rules set up for a new folder but calls are still not being sent to folder. I show several triggers for calls but they are not in the folder.			
Ticket	7/28/2010	148982	Standard	Closed	cube 101a Avaya Viewer is receiving an error Need IE downgraded to IE7	Richard Kuhn	Arturo Avitia	Entered on 08/03/2010 at 07:09:34 PDT (GMT-0700) by Richard Kuhn: EID E088843 does not have a profile on the losonccview server Please submit a sarf for viewer access. The sarf process will generate a new ticket so I will be closing this one Entered on 08/02/2010 at 12:48:40 PDT (GMT-0700) by Thomas Hopfer: according to ticket 148747 it would be Ontario she is trying to reach http://losonccview/avaya/ Entered on 07/30/2010 at 13:38:51 PDT (GMT-0700) by Richard Kuhn: Only action that can be taken on the server side is to rebuild her profile Can you tell me what viewer this is on? Hollywood Ontario Van Nuys Colorado Springs Entered on 07/28/2010 at 15:50:22 PDT (GMT-0700) by Arturo Avitia: Avaya Viewer is receiving an error see error attached. Deleted all temp files for browser and user still has the same problem. Also checked to make sure Pop-up Blocker was turned off.	Telecom	Trouble	
Ticket	7/28/2010	149019	Standard	Closed	QA calls on agent have no video	Unassigned	E090746	Entered on 08/18/2010 at 18:42:04 PDT (GMT-0700) by gary.pullen@twcable.com: IT, Can you please re-open this ticket? This is a follow up concerning this ticket. After the re-image of the agents PC, no QA's are being pulled/monitored at all or showing up in the QA or my bucket thru Quality monitoring. Can someone please look into this? Thank you,	Desktop Support	Hardware	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Gary Pullen Tier 3 Supervisor Colorado Springs, CO Call Center 719-457-4408 gary.pullen@twcable.com</p> <p>Entered on 07/29/2010 at 10:42:51 PDT (GMT-0700) by Steve Stiles:</p> <p>Re-imaged system. Please check QA again after CSR has had 4 - 6 hours on phone - enough to capture a call or two - and let me know. If problem is still occurring, we will re-open this ticket and escalate as needed to Server Support.</p> <p>Thanks Steve</p> <p>Entered on 07/29/2010 at 08:47:22 PDT (GMT-0700) by Steve Stiles:</p> <p>Computer in correct OU C:\WINDOWS>dsquery computer -name loscsc(ccd77000"CN=LOSCS(CCCD77000,OU=Colorado Springs,OU=North Region,OU=Computers,OU=LA County,OU=TWC Divisions,DC=corp,DC=twcable,DC=com"</p> <p>Entered on 07/29/2010 at 08:35:03 PDT (GMT-0700) by Steve Stiles:</p> <p>Check of system - Witness installed / configured correctly; all cables correctly run and system named for extension (correct extension/workstation name at that location).</p> <p>Check of Witness Server - workstation, workspace, telephone - set up correctly on LOSCS(CCBDRSQL</p> <p>Re-imaging system</p> <p>Entered on 07/28/2010 at 18:08:44 PDT (GMT-0700) by Gary Pullen:</p> <p>IT,</p> <p>Not receiving video on QA's for agent Jose Alfaro located at: Port # 2169, Ext # 77000. Can you please check to see why video is not coming thru?</p> <p>Thank you.</p>			
Ticket	7/29/2010	149172	Standard	Closed	witness not record a agent in cccc	E091774	Tanisha Walker	<p>Entered on 08/10/2010 at 07:58:17 PDT (GMT-0700) by Richard Kuhn:</p> <p>No response in more than a week</p>	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category	
								If the problem persists please reopen the ticket with the information requested below Entered on 07/30/2010 at 10:47:32 PDT (GMT-0700) by Richard Kuhn: I need to know the agent station information such as the phones extension (not the agents login) and the computer name Entered on 07/29/2010 at 13:45:01 PDT (GMT-0700) by Tanisha Walker: not recording on a specific user... login id hernandez, adriana (E0145662) 70841 agent login..				
Ticket	7/29/2010	149280	Standard	Closed	SARF - Witness Viewer	E091774	Sandy Levine	Entered on 07/30/2010 at 13:50:23 PDT (GMT-0700) by Richard Kuhn: User has been granted access to the Colorado Springs Viewer Entered on 07/29/2010 at 17:01:51 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Joseph Russ for Witness viewer access for Brian Abeyta E089849. Tier 3 supervisor	Application Development	Witness		
Ticket	7/30/2010	149376	Standard	Closed	Romika Love, COS, needs earlier version of Java. Getting message saying she needs an earlier version.	Michael Allen2	E091058	Entered on 07/30/2010 at 14:56:04 PDT (GMT-0700) by Michael Allen2: Downgraded to Java 1.5.0_15... Logged into Witness with no issues... Closed ticket. Entered on 07/30/2010 at 10:28:22 PDT (GMT-0700) by Diane Weissenfluh: Romika Love receiving witness errors plus message saying she needs an earlier version of Java on her computer.	Desktop Support	Software	Other	
Ticket	7/30/2010	149392	Standard	Closed	New HIRE Shane Montoya Avaya 79374 not recording in witness (Larz's class)	Sandy Levine	E091058	Entered on 07/30/2010 at 12:14:41 PDT (GMT-0700) by diane.weissenfluh@twcable.com: Please cancel ticket, believe cause has been determined. Thank you	Desktop Support	Software	Other	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Diane Weissenfluh Quality Assurance Supervisor Colorado Springs Call Center Time Warner Cable (719) 457-4432 Diane.Weissenfluh@twcable.com Entered on 07/30/2010 at 11:12:09 PDT (GMT-0700) by Diane Weissenfluh: New Hire on Selena Thomas team, Larz Waggoner training does not record in witness. Using correct avaya.			
Ticket	8/2/2010	149552	Standard	Closed	Romika Love, COS QA cannot log on to witness. Error says supervisor package needs installed	Doug Miller	E091058	Entered on 08/02/2010 at 09:42:34 PDT (GMT-0700) by Doug Miller: uninstalled 1.5.15 and reinstalled 1.5.15 and everything working fine. closing tkt Entered on 08/02/2010 at 07:51:24 PDT (GMT-0700) by Diane Weissenfluh: Romika Love COS Colorado Springs QA EID 091054 unable to log onto witness. Work stoppage. Says she might need to install supervisor package????	Desktop Support	Software	Other
Ticket	8/2/2010	149622	Standard	Closed	PW reset for Witness (http://loshoccerec01:8285/qm)	Service Desk. Individual Users: E142728	Jesse Gonzalez	Entered on 08/02/2010 at 11:34:33 PDT (GMT-0700) by Ruben Navarro: Password has been reset to: "password" -- **Without the Quotations** Entered on 08/02/2010 at 10:32:27 PDT (GMT-0700) by Jesse Gonzalez: PW reset for Witness (http://loshoccerec01:8285/qm)	Service Desk	User Access Request	Witness
Subtask	8/2/2010	149678	Request	Closed	SARF - Create Witness QA Account	Service Desk: Sandy Levine	Escalated	Entered on 08/02/2010 at 19:00:17 PDT (GMT-0700) by Karen Moore: Sorry, I currently do not have access to any of San Diego's tools/applications. I don't have access to San Diego's SYS Prins in CSG/ACSR or their Group Id for creation of CSG Users/Profiles, the Web portal for NFUSE/CITRIX, or PayXpress. Please contact Angelo Leblanc to verify if you can be given access to their system or these applications/tools at this time.....Closing Ticket.....KCMoo!	Service Desk	User Access Request	Witness

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Entered on 08/02/2010 at 13:21:18 PDT (GMT-0700) by Escalated:</p> <p>Grant Witness QA access for user.</p> <p>Individual submitting request: Luz Elena Galvez Business Unit: San Diego DB73A Effective Date: 2010-08-02 00:00:00.000</p> <p>Contractor Company: n/a</p> <p>Access Level: Supervisor,</p> <p>Refer to previous descriptions for additional user information, including the list of new hires for New Hire Class requests.</p> <p>Entered on 08/02/2010 at 13:20:55 PDT (GMT-0700) by Luz Elena Galvez:</p> <p>**This Ticket is a copy of IT Online SARF #71 of workspace IT Online SARF**</p> <p>Entered on 08/02/2010 at 13:20:53 PDT (GMT-0700) by Approval:</p> <p>SARF has been approved by IT.</p> <p>Entered on 08/02/2010 at 12:31:27 PDT (GMT-0700) by Approval:</p> <p>SARF has been approved by the business manager.</p> <p>Entered on 08/02/2010 at 10:01:09 PDT (GMT-0700) by Escalated:</p> <p>Management team identified. Awaiting management approval.</p> <p>Entered on 08/02/2010 at 10:01:08 PDT (GMT-0700) by Luz Elena Galvez:</p> <p>Need access for San Diego Divison E045755 Luz Elena Galvez L&D Trainer</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
Ticket	8/2/2010	149726	Standard	Closed	Unable to access call viewer.	E091774	E088915	Entered on 08/03/2010 at 13:57:04 PDT (GMT-0700) by Richard Kuhn: This user does not have access to the Ontario viewer. Please submit a sarf to have access created. The submission of a sarf will generate a new ticket. Entered on 08/03/2010 at 08:32:05 PDT (GMT-0700) by Seth Pizzo: Witness, possible broken link. Reassigning. Entered on 08/02/2010 at 15:19:51 PDT (GMT-0700) by Daniel Coronado: Unable to access call viewer. http://losonccwview/avaya/	Desktop Support	Telecom - Desktop	M/A/C
Ticket	8/3/2010	149840	Standard	Closed	Witness issue	Steve Stiles	E090179	Entered on 08/03/2010 at 14:08:19 PDT (GMT-0700) by Steve Stiles: Cleared Java cache - still not able to load calls. Uninstalled and re-installed Java 1.5.0_15 - now able to see and hear QA records. Let us know if there's anything else. Thanks Steve Entered on 08/03/2010 at 10:41:27 PDT (GMT-0700) by Tawna-marie English: Not able to get calls to load from witness on this computer. Says *Waiting for Video Data from Server* and then a pop-up comes up that says "eRecorder Error. Expected content not received. Please contact your System Administrator and as then to check the eRecorder's NT event log. ERR - 1263"	Desktop Support	Software	Other
Ticket	8/3/2010	149883	Standard	Closed	Not receiving Witness Recordings on Agent's PC - Witness server already set up to record	Steve Stiles	E090169	Entered on 08/16/2010 at 11:48:18 PDT (GMT-0700) by Steve Stiles: Update from David - now getting recordings since changing from DID to agent ext 77038. Entered on 08/12/2010 at 15:06:26 PDT (GMT-0700) by david.edelson@twcable.com:	Telecom	Change	Extension - Change

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Just wanted to let you know that we got a call for this agent recorded in witness â€“ Should be g2g from what I can see.</p> <p>Thanks for taking care of this</p> <p>Regards,</p> <p>David Edelson Business Class Network Support Specialist III Time-Warner Cable, Los Angeles 866-772-4948 support@la.twcbc.com</p> <p>[cid:image001.png@01CB3A37.FFF8AA50]</p> <p>From: IT Service Desk [mailto:los.it.ticket@twcable.com] Sent: Tuesday, August 10, 2010 12:34 PM To: Edelson, David Subject: Not receiving Witness Recordings on Agent's PC - Witness server already set up to record ISSUE=149883 PROJ=2</p> <p>[Duplicate message snipped]</p> <p>Entered on 08/10/2010 at 11:34:40 PDT (GMT-0700) by Steve Stiles:</p> <p>ext 74821 - DID ext - not set up to monitor in QM server</p> <p>Entered on 08/05/2010 at 10:35:03 PDT (GMT-0700) by Steve Stiles:</p> <p>Agent ID - V251298, ext 74821 / machine name LOSCSCCCCD74821</p> <p>Monitors reversed - 2/1 - corrected w/ 1 on left, 2 on right</p> <p>Registry - entry for Witness server incorrect - set to LOSCSCCBDRSQL:3020, and corrected settings for AIM to hide Stop Monitoring, Exit - other settings ok.</p> <p>Removing ATI CCC - to remove agent ability to modify screen settings; also locked down Control Panel to remove ability to move screens / change display properties switching primary monitor from 1 to 2.</p> <p>Waiting for agent to return and have some calls captured to test resolution.</p> <p>Entered on 08/05/2010 at 10:02:13 PDT (GMT-0700) by Steve Stiles:</p> <p>Not enough information - no extension or EID provided. Getting additional info necessary for trouble-shooting</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Entered on 08/03/2010 at 12:09:54 PDT (GMT-0700) by David Edelson:</p> <p>Hello,</p> <p>We are not receiving Witness recordings on a specific agent. His PC is at PORT 2115. Previously, when at a different workstation(port unknown) we were receiving recordings. It has been confirmed that Witness is set up correctly on the server side. This appears to be a PC issue.</p> <p>Again, the Port#2115</p> <p>Thanks, David Edelson TWC Business Class</p>			
Ticket	8/3/2010	149935	Standard	Closed	SARF - Desktop computer for Huddle Room for TSC Supervisors to listen to call in Witness	Ernesto Hernandez	Sandy Levine	<p>Entered on 08/24/2010 at 15:12:21 PDT (GMT-0700) by Ernesto Hernandez:</p> <p>Complete GX520 system with Monitor, keyboard, and Mouse has been deployed, and connected to network.</p> <p>Entered on 08/19/2010 at 10:43:29 PDT (GMT-0700) by Fernando Valdivia:</p> <p>Jessica called requesting update on ticket. Emailed Ernesto for update.</p> <p>Entered on 08/11/2010 at 11:34:27 PDT (GMT-0700) by Eric Sartin:</p> <p>Please deploy GX520 single monitor config.</p> <p>Entered on 08/03/2010 at 14:38:47 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by Mike Snider requesting a desktop computer for Huddle Room for TSC Supervisors to listen to call in Witness.</p> <p>In TSC area- North East side</p>	Desktop Support	Hardware	Request Form
Ticket	8/3/2010	149967	Standard	Closed	Jesse Sablan, new hire E146252, avaya 79415 not recording in witness but calls are present in viewer.	Steve Stiles	E091058	<p>Entered on 08/10/2010 at 11:15:18 PDT (GMT-0700) by Steve Stiles:</p> <p>Now getting audio and video on calls since re-image / renaming system to LOSCSCCCCD77039.</p> <p>Entered on 08/06/2010 at 08:12:06 PDT (GMT-0700) by Steve Stiles:</p> <p>Ext 77609; checked Witness / registry - installation appeared ok; Workstation in correct OU; - re-imaged system and set it back up as 77039. Waiting for user to see if</p>	Desktop Support	Software	Other

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								recordings are captured. Entered on 08/05/2010 at 11:59:32 PDT (GMT-0700) by Steve Stiles: Sent req. for information - extension and jack number of pc - so we can check the pc Entered on 08/03/2010 at 15:20:29 PDT (GMT-0700) by Diane Weissenfluh: Jesse Sablan's, Selena Thomas' team, calls not being captured in witness but are present in the viewer.			
Ticket	8/4/2010	150112	Standard	Closed	Witness not recording calls on Agent Jesse Sablan	Unassigned	E090971	Entered on 08/04/2010 at 15:15:17 PDT (GMT-0700) by Michael Allen2: This is a duplicate ticket.... Ticket already being worked is # 149967 put in by QA supervisor Diane Weissenfluh. Closing ticket. Entered on 08/04/2010 at 11:53:40 PDT (GMT-0700) by Selena Thomas: Port 2210V 2210D Entered on 08/04/2010 at 11:52:52 PDT (GMT-0700) by Selena Thomas: Witness not recording audio or visual on the the following agent: Jesse Sablan Eid E146252 Log In79415 ext 77609 Port computer loscscccd77609	Desktop Support	Software	Customer Care
Ticket	8/4/2010	150156	Severe	Closed	Witness is not down	Application Development	E092644	Entered on 08/04/2010 at 15:13:48 PDT (GMT-0700) by Elizabeth Long: I receive error messages when attempting to access witness (Serveral Java Virtual Machines running in the same process caused an error) also error (The attempt to load failed. You might need to install the Supervisor package. Please contact your System Administrator)	Application Development	Witness	Witness QM
Ticket	8/5/2010	150303	Standard	Closed	COS Selena Thomas Team - Robert Kellums recording with "no video" in witness.	Unassigned	E091058	Entered on 08/31/2010 at 13:18:39 PDT (GMT-0700) by Steve Stiles: No info rec'd on extension / jack location, however, check of QM recordings now show audio and video for Robert Kellums.	Desktop Support	Software	Other

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Entered on 08/06/2010 at 07:09:24 PDT (GMT-0700) by Steve Stiles:</p> <p>Hello,</p> <p>Please remember to include the phone extension and jack number when opening a ticket. We need that information to locate the reported workstation in the Call Center. The extension should be on your phone and/or the monitor, and the jack number should be on the white voice / data jack under the desk.</p> <p>Thanks,</p> <p>Steve</p>			
Ticket	8/5/2010	150331	Standard	Closed	Reset witness password.	Fernando Valdivia	Fernando Valdivia	<p>Entered on 08/05/2010 at 11:13:09 PDT (GMT-0700) by Diane Weissenfluh:</p> <p>Robert Kellums, EID 146716, 79265 has no video recording in witness. Colorado Springs, Selena Thomas supervisor</p>	Service Desk	User Access Request	
Ticket	8/5/2010	150336	Standard	Closed	unable to run schedules unknown error: saving schedule to calendar	Richard Kuhn	E090469	<p>Entered on 08/08/2010 at 18:54:25 PDT (GMT-0700) by Richard Kuhn:</p> <p>The scripts found in internal notes of this ticket resolved the issue</p> <p>Entered on 08/06/2010 at 10:42:21 PDT (GMT-0700) by Richard Kuhn:</p> <p>I contacted verint and retrieved the possible scripts that Liam was running to resolve this issue.</p> <p>I ran those against the WFM database and notified the customer to try it.</p> <p>Awaiting a response of the results.</p> <p>Entered on 08/06/2010 at 08:32:51 PDT (GMT-0700) by Doug Miller:</p> <p>user is using forcast and scheduling user gets unknown error saving schedule to calendar</p> <p>Entered on 08/05/2010 at 13:00:59 PDT (GMT-0700) by Latassie Lacey:</p>	Application Development	Witness	Witness WFM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								getting error when running schedules unknown error: saving schedule to calendar			
Ticket	8/5/2010	150401	Standard	Closed	SARF - Witness Viewer	Richard Kuhn	Sandy Levine	<p>Entered on 08/13/2010 at 18:10:47 PDT (GMT-0700) by Richard Kuhn:</p> <p>User access has been configured for the Ontario Viewer server</p> <p>Entered on 08/05/2010 at 16:12:19 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by Sashi Nambiar to grant Christopher Wilcox E114908 Witness Viewer access.</p>	Application Development	Witness	
Ticket	8/6/2010	150431	Standard	Closed	No video for qa (witness) 2199v	Steve Stiles	E130963	<p>Entered on 08/12/2010 at 06:47:18 PDT (GMT-0700) by Steve Stiles:</p> <p>Three unreviewed calls checked ok - for 6, 7, 8 Aug - have both audio and video captures.</p> <p>Reviewed calls - for 30 Jul, 2 and 7 Aug - have both audio and video captures.</p> <p>No issues found with QM - server-side or workstation.</p> <p>If still having problems, please provide more information - to include date, time, machine name / IP address, error message(s) and as much detailed information about the problem as possible.</p> <p>Include whether problem is sporadic or repeatable (can you cause the problem to occur or re-occur?).</p> <p>Please let me know if you have any questions.</p> <p>Thanks</p> <p>Steve</p> <p>Co Spgs IT Desktop Support</p> <p>Entered on 08/12/2010 at 06:36:36 PDT (GMT-0700) by Steve Stiles:</p> <p>System checks out ok - Witness installed ok, registry entries there / correct; computer in correct OU -- checking QM server entries now</p> <p>Entered on 08/06/2010 at 03:01:30 PDT (GMT-0700) by Martin Ortiz-Padilla:</p> <p>E130963</p>	Desktop Support	Software	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								LOSCSCCCCD77059 10.88.82.202 TWCCORP CSPCORPDC11			
Ticket	8/6/2010	150492	Standard	Closed	SARF - Witness supervisor - JLodge form	E091774	Sandy Levine	<p>Entered on 08/10/2010 at 15:42:08 PDT (GMT-0700) by Richard Kuhn:</p> <p>I upgraded this users profile from Lead/Mentor to Supervisor and assigned her under James McEwen</p> <p>Entered on 08/06/2010 at 10:10:46 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by James McEwen for Witness Supervisor profile-Jlodge form for Jacqueline Jackson E103492.</p>	Application Development	Witness	
Ticket	8/6/2010	150530	Standard	Closed	IMPACT 360 Password Reset	Rodvel Velasquez	Rodvel Velasquez	<p>Entered on 08/08/2010 at 09:13:05 PDT (GMT-0700) by ricardo.rivera@twcable.com:</p> <p>Rod thanks for your help but the problem is still there. I can't log into my 360. When I go to that link to reset my password it says this: "Your employee information does not contain an email address. Please contact your administrator to update your email address." I don't know what is going on, it's only asking for my first name/last/and EID #, and it gives me that error message. Can you please help me log into my 360? I would really appreciate it. Thank you.</p> <p>Ricardo Rivera</p> <p>Entered on 08/06/2010 at 12:53:31 PDT (GMT-0700) by Rodvel Velasquez:</p> <p>You can reset your password by going to the link below</p> <p>http://losonccwfmapp03:7001/wfo/control/password_reset</p> <p>Entered on 08/06/2010 at 12:01:51 PDT (GMT-0700) by Rodvel Velasquez:</p> <p>User called in and said that he cannot login to Impact 360 and would like to have his password reset</p>	Application Development	Witness	
Ticket	8/6/2010	150560	Standard	Closed	SARF - Witness	Sandy Levine	Sandy Levine	<p>Entered on 08/13/2010 at 10:05:18 PDT (GMT-0700) by Sandy Levine:</p> <p>Katie was able to login successfully.</p>	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 08/10/2010 at 15:41:14 PDT (GMT-0700) by Sandy Levine: Sent email to Jenny Miranda Entered on 08/06/2010 at 13:35:09 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Suzette Guevara to grant Katie Yamashita E114189 access to Witness with a trainer profile.			
Ticket	8/9/2010	150921	Standard	Closed	Unable to view completed qc's in witness	Matt Bilyeu	E093169	Entered on 08/18/2010 at 17:36:45 PDT (GMT-0700) by Matt Bilyeu: works ok, closing ticket Entered on 08/11/2010 at 14:45:31 PDT (GMT-0700) by Richard Kuhn: Reassigning to Desktop support to investigate possible browser / Java Issues since this is the only user having this issue. Entered on 08/09/2010 at 18:06:40 PDT (GMT-0700) by Junera White: Unable to view completed qc's in witness	Application Development	Witness	Witness QM
Ticket	8/10/2010	151031	Standard	Closed	Req for agent ext at jack 2115 -	Steve Stiles	Steve Stiles	Entered on 08/13/2010 at 06:14:27 PDT (GMT-0700) by Steve Stiles: [SS] 8/12/2010 - changed ext from 74821 to 77038; renamed workstation to match ext; rec'd message (below) confirming fix. Entered on 08/12/2010 at 15:06:26 PDT (GMT-0700) by david.edelson@twcable.com:Just wanted to let you know that we got a call for this agent recorded in witness – Should be g2g from what I can see.Thanks for taking care of thisRegards,David EdelsonBusiness ClassNetwork Support Specialist IIITime-Warner Cable, Los Angeles866-772-4948support@la.twcbc.com Entered on 08/10/2010 at 11:40:13 PDT (GMT-0700) by Steve Stiles: Agent has DID ext 74821, needs agent 77nnn ext for QM on Witness server.	Telecom	New	Extension - New
Ticket	8/10/2010	151063	Standard	Closed	SARF - Witness	Sandy Levine	Sandy Levine	Entered on 08/30/2010 at 10:27:34 PDT (GMT-0700) by jon.soseman@twcable.com: I do need viewer and that is why I submitted a new SARF with Debbieâ€™s signature this morning. The notes below were from an older SARF.	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Thank you,</p> <p>Jon Soseman Office-909-975-3384 Cell-909-721-8534</p> <p>Entered on 08/30/2010 at 10:22:32 PDT (GMT-0700) by Sandy Levine:</p> <p>Per email from Debbie on 8/16 holding off on this access. Please resubmit a new SARF if you need access and a new ticket will be opened.</p> <p>Entered on 08/16/2010 at 10:01:32 PDT (GMT-0700) by Sandy Levine:</p> <p>Hold off, he may just need viewer and not the witness software itself. Per email from Debbie Schoemann</p> <p>Entered on 08/12/2010 at 13:15:41 PDT (GMT-0700) by Sandy Levine:</p> <p>Hi Sandy &ndash; I see your note below denying Jon access to Witness. I can assure you that Tech ops does use Witness &ndash; I have had it in Dispatch/TSC since 2004 (?) maybe) and my counterpart Edie Meyer also uses Witness for the North TSC. Jon is overseeing SoCal South&rsquo;s Dispatch as of this week.</p> <p>If this is the only reason he was denied can you please make this correction and give Jon access?</p> <p>Thanks for your attention to this matter.</p> <p>Thanks, Debbie</p> <p>Entered on 08/12/2010 at 09:33:02 PDT (GMT-0700) by Sandy Levine:</p> <p>Tech ops does not use Witness</p> <p>Entered on 08/10/2010 at 13:12:56 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by Debbie Schoemann for Witness manager access for Jon Soseman E028499.</p>			
Ticket	8/11/2010	151162	Severe	Closed	locked out...	Tanisha Walker	Tanisha Walker	Entered on 08/12/2010 at 09:59:33 PDT (GMT-0700) by Tanisha Walker:	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Entered on 08/11/2010 at 14:41:44 PDT (GMT-0700) by Richard Kuhn:</p> <p>The avaya Viewers use your standard Active Directory Login If prompted input your current network credentials with the domain TWCCORP\E----- using your current network password</p> <p>Entered on 08/11/2010 at 14:41:44 PDT (GMT-0700) by Richard Kuhn:</p> <p>The avaya Viewers use your standard Active Directory Login If prompted input your current network credentials with the domain TWCCORP\E----- using your current network password</p> <p>Entered on 08/11/2010 at 08:07:26 PDT (GMT-0700) by Tanisha Walker:</p> <p>User can't remember password to CC http://loshoccwview01/avaya and VN http://losvnccwview01/avaya</p>			
Ticket	8/11/2010	151274	Project	Closed	Agent Call Detail Reporting	Robert Risely	E117219	<p>Entered on 08/11/2011 at 13:58:13 PDT (GMT-0700) by Robert Risely:</p> <p>1st report is complete. We will close this ticket and Scott to open new ticket for 2nd report as we wait for joining data to be assembled.</p> <p>Entered on 06/30/2011 at 15:00:42 PDT (GMT-0700) by Robert Risely:</p> <p>1st report now available on LA website for review</p> <p>Entered on 06/17/2011 at 14:31:44 PDT (GMT-0700) by Robert Risely:</p> <p>Sample data provided with added fields</p> <p>Entered on 05/17/2011 at 14:23:09 PDT (GMT-0700) by Robert Risely:</p> <p>Scott, Betty and I met on May 17 to discuss. They are asking that I add VDN descriptions for first VDN and dialed number, to remove callig party field and design</p>	Application Development	Request New Application	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>this into a web report. They will email additional information to complete report</p> <p>Entered on 05/13/2011 at 16:01:08 PDT (GMT-0700) by Robert Risely:</p> <p>Will meet with Scott Monday May 16 to discuss project direction</p> <p>Entered on 03/09/2011 at 11:06:56 PST (GMT-0800) by Robert Risely:</p> <p>Data samples provided, awaiting customer review and direction</p> <p>Entered on 02/18/2011 at 14:55:12 PST (GMT-0800) by Robert Risely:</p> <p>ECHI/CTIR CMS call history data is now being pulled daily into LA's DW. We now need to determine what data we need to pull for reports.</p> <p>Entered on 01/06/2011 at 08:04:27 PST (GMT-0800) by Scott Lorenz:</p> <p>Advised Robert where to get the data.</p> <p>Entered on 11/10/2010 at 13:02:41 PST (GMT-0800) by Robert Risely:</p> <p>To date I have not found anyone to provide the data necessary for this report</p> <p>Entered on 08/27/2010 at 14:54:26 PDT (GMT-0700) by Pamela Crawford:</p> <p>The ECHI data is the same data that we will pull today in the current environment and in the ETS environment. It's the raw data file from CMS.</p> <p>From: Crawford, Pamela Sent: Wednesday, August 25, 2010 6:35 PM To: Herrera, Geovanni Subject: FW: Agent Call Detail Reporting ISSUE=151274 PROJ=2</p> <p>Hi Geo,</p> <p>Can you follow up with Scott for me to make sure that the data he is requesting will be in the ECHI feed once LA moves to ETS?</p> <p>Thanks, Pam</p> <p>Entered on 08/12/2010 at 15:45:39 PDT (GMT-0700) by Pamela Crawford:</p> <p>Request requires ECHI data. Pending completion of Witness Migration in September 2010.</p> <p>Entered on 08/11/2010 at 13:30:53 PDT (GMT-0700) by Scott Lorenz:</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								We need to obtain agent level call reporting for transfers, short calls, etc			
Ticket	8/12/2010	151459	Standard	Closed	issues wih witness server	Application Development: Richard Kuhn	Thomas Hopfer	<p>Entered on 08/12/2010 at 15:24:55 PDT (GMT-0700) by Richard Kuhn:</p> <p>Tested successfully</p> <p>Entered on 08/12/2010 at 15:14:03 PDT (GMT-0700) by Richard Kuhn:</p> <p>The Search Service was restarted. Please test accordingly</p> <p>Entered on 08/12/2010 at 14:09:15 PDT (GMT-0700) by Thomas Hopfer:</p> <p>Mike Knieling from BPA international having problems with Witness server can log into server but researchers trying to bring up search the get ERR1188</p> <p>Richard working on issue</p>	NetOps	Server/Systems	Other
Ticket	8/12/2010	151466	Standard	Closed	Please Help me Get Witness to Work	Kenton Young	E114189	<p>Entered on 08/12/2010 at 15:54:35 PDT (GMT-0700) by Kenton Young:</p> <p>Downgraded IE to version 7, now able to access Witness.</p> <p>Entered on 08/12/2010 at 14:37:57 PDT (GMT-0700) by Katherine Yamashita:</p> <p>I just logged into Witness for the first time in almost 3 years. when I try to view a call, i get this message:</p> <p>Failed to get the audio from Viewer. Please contact your System Administrator. ERR - 1336</p> <p>Third Party Message 500: Internal Server Error</p>	Desktop Support	Software	Customer Care
Ticket	8/12/2010	151508	Standard	Closed	agents are showing on incorrect aux state in Impact 360.	Richard Kuhn	E115852	<p>Entered on 08/24/2010 at 05:21:23 PDT (GMT-0700) by Richard Kuhn:</p> <p>No response from submitter in 72 hours closing ticket</p> <p>Entered on 08/18/2010 at 10:58:23 PDT (GMT-0700) by Richard Kuhn:</p> <p>Can you provide the agent information for troubleshooting and any other details you may have.</p> <p>Entered on 08/12/2010 at 18:47:09 PDT (GMT-0700) by Anne Marie Chua:</p>	Application Development	Witness	Witness WFM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Agents are showing on incorrect aux state on Impact 360. For example: 1. An agent logged out from Avaya is continuously showing logged in. 2. An agent on any type of aux state is showing in call on Impact 360.			
Ticket	8/13/2010	151577	Severe	Closed	getting an Error in Witness	Application Development	Gerardo Bran	<p>Entered on 08/13/2010 at 11:10:12 PDT (GMT-0700) by James Mansell:</p> <p>Jenny,</p> <p>IT does not support Witness issues directly. Please open a support ticket with Verint</p> <p>To get access to the support team they just need to use this site address http://www.witness.com/support/</p> <p>To get a login they simply need to send an email to zsupport@verint.com with their contact information and they can help setup an account</p> <p>They will ask for the site ids that you need to support Our four site id's are: 225857 - Time Warner Cable (Avaya Site) - Colorado Springs, CO 225710 - Time Warner Cable (Avaya Site) - Ontario, CA 246304 - Time Warner Cable (Avaya Site) - Van Nuys, CA 219477 - Time Warner Cable (Avaya Site) - Hollywood, CA</p> <p>Thanks, James</p> <p>1-800-494-8637</p> <p>Entered on 08/13/2010 at 10:37:57 PDT (GMT-0700) by Gerardo Bran:</p> <p>user getting Error 1302 in Witness, no Audio only video.</p> <p>Entered on 08/13/2010 at 10:32:45 PDT (GMT-0700) by Gerardo Bran:</p> <p>error message 1302-no connection to Audio of call, only video. Is for every call, problem started today.</p>	Desktop Support	Software	Other
Ticket	8/16/2010	151809	Standard	Closed	Witness recording audio only	Steve Stiles	E089946	Entered on 08/31/2010 at 13:22:30 PDT (GMT-0700) by Steve Stiles: Now recording audio and video on QM calls.	Desktop Support	Software	Other

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Systems support updated DNS record and now system registered properly.</p> <p>Entered on 08/26/2010 at 14:35:39 PDT (GMT-0700) by Steve Stiles:</p> <p>CSR and Sup not available for QM checks - wcb when they are back in - close ticket if DNS update resolved issue. /ss/</p> <p>Entered on 08/25/2010 at 19:17:54 PDT (GMT-0700) by Tai Do:</p> <p>Corrected DNS entry from 10.88.2.59 to 10.88.82.36 to match the actual IP address of LOSCSCCCCD77163.</p> <p>Entered on 08/25/2010 at 06:15:41 PDT (GMT-0700) by Steve Stiles:</p> <p>Attempt to connect to LOSCSCCCCD77163 using Remote Desktops connects to LOSCSCCCC74416.</p> <p>Connecting to FQDN - LOSCSCCCCD77163.CORP.TWCABLE.COM - connects to the correct system.</p> <p>Entered on 08/20/2010 at 09:04:07 PDT (GMT-0700) by Steve Stiles:</p> <p>-- WITNESS SERVER -LOSCSCCBDRSQL - the entries for workstation, workspace, telephone - all defined correctly.</p> <p>Suspect DNS issue causing the problem</p> <p>Actions taken at the workstations / within AD:</p> <p>I removed both system from AD - waited >15 min, then re-added computers in AD.</p> <p>Went to each workstation and rejoined them to TWCCORP domain.</p> <p>LOSCSCCCCD74416 - IP 10.88.2.59</p> <p>LOSCSCCCCD77163 - IP 10.88.82.32</p> <p>[Also attached screenshot of 77163 / cmd window showing ipconfig /all]</p> <p>Below is info from my workstation - pinging both machines by name, showing both with the same IP address.</p> <p>C:\>ipconfig /all</p> <p>Windows IP Configuration</p> <p>Host Name: LOSCSCCITD755X1 Primary Dns Suffix</p> <p>corp.twcable.com Node Type: Hybrid IP Routing Enabled.....</p> <p>.: No WINS Proxy Enabled.: No DNS Suffix Search List.:</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<pre> los.twcable.com corp.twcable.com twcable.com adelphia.com cable.comcast.com Ethernet adapter Local Area Connection: Connection-specific DNS Suffix . : los.twcable.com Description : Intel(R) 82566DM-2 Gigabit Network Connection Physical Address. : 00- 21-70-0B-EB-0E Dhcp Enabled. : Yes Autoconfiguration Enabled . . . : Yes IP Address. : 10.88.4.80 Subnet Mask : 255.255.255.0 Default Gateway : 10.88.4.1 DHCP Server : 10.88.0.10 DNS Servers : 10.88.48.40 10.88.48.41 165.237.118.203 Lease Obtained. : Friday, August 20, 2010 4:10:36 AM Lease Expires : Friday, August 20, 2010 2:10:36 PM C:\>ping loscsc(ccd74416 Pinging loscsc(ccd74416.corp.twcable.com [10.88.2.59] with 32 bytes of data: Reply from 10.88.2.59: bytes=32 time<1ms TTL=127Reply from 10.88.2.59: bytes=32 time<1ms TTL=127Reply from 10.88.2.59: bytes=32 time<1ms TTL=127Reply from 10.88.2.59: bytes=32 time<1ms TTL=127 Ping statistics for 10.88.2.59: Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),Approximate round trip times in milli-seconds: Minimum = 0ms, Maximum = 0ms, Average = 0ms C:\>ping loscsc(ccd77163 Pinging loscsc(ccd77163.los.twcable.com [10.88.2.59] with 32 bytes of data: Reply from 10.88.2.59: bytes=32 time<1ms TTL=127Reply from 10.88.2.59: bytes=32 time<1ms TTL=127Reply from 10.88.2.59: bytes=32 time<1ms TTL=127Reply from 10.88.2.59: bytes=32 time<1ms TTL=127 Ping statistics for 10.88.2.59: Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),Approximate round trip times in milli-seconds: Minimum = 0ms, Maximum = 0ms, Average = 0ms C:\> Entered on 08/19/2010 at 14:40:53 PDT (GMT-0700) by Steve Stiles: Closer look at QM for Armando's call - 02100818V7008999 - his call (voice) was recorded, but screen for Jodi Dahlke - Tier 3 Analyst - was captured --- shows her working on spreadsheets. went to check on Jodi's machine to try flushing DNS resolver cache, but she was out of office - and system locked - probably multiple spreadsheets in use - so didn't want to unlock / force her off of system to do any admin work. Asking her to log off at the end of today so I can do some work on it early tomorrow before she gets in. Entered on 08/19/2010 at 12:03:31 PDT (GMT-0700) by Steve Stiles: Re-imaged system We aft - still getting DNS conflict w/ hostname, but able to map to it, </pre>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								connect via RDC and to registry by IP address - 10.88.82.36. Entered on 08/18/2010 at 12:00:24 PDT (GMT-0700) by Steve Stiles: Check on QM server today - call for 8/18/2010 - 11:58 AM - recorded ok - both Audio and Video. CSR on system now - will check tomorrow AM before he gets in / possibly re-image. There appears to be a machine-name (DNS) conflict between two systems - checking further in to possibilities. Entered on 08/16/2010 at 09:24:02 PDT (GMT-0700) by Geraldine Beaty: This is for Armando Garcia my ip is 10.88.82.133, my port number is 77163 Log in for avaya is 78449. Witness is recording audio only on all his calls			
Ticket	8/16/2010	151908	Standard	Closed	witness error	Jesse Gonzalez	Larone Thompson	Entered on 08/17/2010 at 09:27:38 PDT (GMT-0700) by Jesse Gonzalez: Downgraded to IE7 Entered on 08/16/2010 at 12:41:41 PDT (GMT-0700) by Larone Thompson: user is getting a witness error when she hits the play button. User tried witness out on another machine and did not have an issue. Only on her laptop. User is located out of hollywood call center.	Desktop Support	Software	
Ticket	8/16/2010	151910	Standard	Closed	locked out of witness	Larone Thompson	Larone Thompson	Entered on 08/16/2010 at 12:42:30 PDT (GMT-0700) by Larone Thompson: user is locked out of witness. Unlocked user.	Service Desk	User Access Request	Witness
Ticket	8/16/2010	152010	Standard	Closed	Witness password reset	Fernando Valdivia	E091036	Entered on 08/17/2010 at 08:05:45 PDT (GMT-0700) by Fernando Valdivia: Password reset to: password Entered on 08/16/2010 at 19:22:43 PDT (GMT-0700) by Kevin Voth: Need witness password reset	Desktop Support	Telecom - Desktop	M/A/C
Ticket	8/17/2010	152165	Standard	Closed	Witness Captures for the upstairs server not capturing the Video	Richard Kuhn	E112834	Entered on 08/23/2010 at 14:38:45 PDT (GMT-0700) by Richard Kuhn: There was a problem with the erec 01 server and its link to the bdr services System operations restarted those services and confirmed that recordings are now working.	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Entered on 08/23/2010 at 12:42:52 PDT (GMT-0700) by Richard Kuhn:</p> <p>Please provide the following information for all the problematic workstations</p> <p>Agent Avaya ID Workstation Phone Extention Workstation PC Name Workstation IP Address</p> <p>Entered on 08/19/2010 at 12:46:47 PDT (GMT-0700) by Michael Zebrow:</p> <p>There are two seperate issues with witness recordings, i provided the below response for the problem in Van Nuys.</p> <p>With respect to the Ontario issue, a similar response. Ontario Witness servers are up and operational, Losonccdb01, Losonccer01, Losonccer02.</p> <p>Ticket being transferred to the Applications Development for further troubleshooting.</p> <p>Entered on 08/19/2010 at 12:41:07 PDT (GMT-0700) by Kristian Bassilos:</p> <p>From a server standpoint all systems are up and operational (LOSVNCCBDR01, LOSVNCCEREC01).</p> <p>Looking at the attachment in the ticket, and checking the server application log the problem appears to be related to the Witness application. Ticket is being transferred to Application Development for further troubleshooting.</p> <p>Entered on 08/19/2010 at 09:45:08 PDT (GMT-0700) by Richard Kuhn:</p> <p>This ticket needs to be directed to the systems team for server related issues</p> <p>Please reassign accordingly</p> <p>Entered on 08/18/2010 at 12:53:09 PDT (GMT-0700) by Richard Kuhn:</p> <p>When you say the pcs on the second server are recording correctly what do you mean?</p> <p>Can you tell me which server is working and which is not?</p> <p>Entered on 08/18/2010 at 10:46:36 PDT (GMT-0700) by Tri Tran:</p> <p>Hi Richard, would you be able to help with this request?</p> <p>Entered on 08/17/2010 at 13:48:25 PDT (GMT-0700) by Octavio Gonzalez:</p> <p>Witness Captures for the upstairs server not capturing the Video, pc's on the second</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								server recording correctly.			
Ticket	8/18/2010	152324	Standard	Closed	Witness Error 1144	Richard Kuhn	E035422	<p>Entered on 08/23/2010 at 15:51:29 PDT (GMT-0700) by claudia.alderete@twcable.com:</p> <p>It is now working, please close out ticket.</p> <p>Thanks,</p> <p>Claudia</p> <p>Entered on 08/23/2010 at 15:48:07 PDT (GMT-0700) by Richard Kuhn:</p> <p>User confirmed that he can now view video</p> <p>Entered on 08/23/2010 at 15:22:04 PDT (GMT-0700) by Richard Kuhn:</p> <p>Rebuilt agents profile in Witness</p> <p>Victor Sotomayor E017522</p> <p>Entered on 08/23/2010 at 15:02:30 PDT (GMT-0700) by Richard Kuhn:</p> <p>Are you still getting this on playback in witness when trying to do evals? If so is it happening for everyone or just yourself? IE Can anyone play video?</p> <p>Entered on 08/19/2010 at 15:27:21 PDT (GMT-0700) by Michael Zebrow:</p> <p>From a server standpoint Witness systems are up and operational in Van Nuys (LOSVNCCBDR01, LOSVNCCEREC01).</p> <p>Looking at the attachment in the ticket, and checking the server application log the problem appears to be related to the Witness application. Ticket is being transferred to Application Development for further troubleshooting.</p> <p>Entered on 08/19/2010 at 09:46:16 PDT (GMT-0700) by</p>	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>claudia.alderete@twcable.com:</p> <p>Van Nuys server only.</p> <p>Thanks,</p> <p>Claudia</p> <p>Entered on 08/19/2010 at 09:46:12 PDT (GMT-0700) by Richard Kuhn:</p> <p>This ticket needs to be directed to local desktop and systems support</p> <p>Please reassign accordingly</p> <p>Entered on 08/19/2010 at 09:29:18 PDT (GMT-0700) by Richard Kuhn:</p> <p>What server are you recieving this error on?</p> <p>Ontario Van Nuys Colorado or Hollywood?</p> <p>Entered on 08/19/2010 at 09:28:15 PDT (GMT-0700) by Richard Kuhn:</p> <p>What server are you recieving this error on?</p> <p>Ontario Van Nuys Colorado or Hollywood?</p> <p>Entered on 08/19/2010 at 07:52:27 PDT (GMT-0700) by claudia.alderete@twcable.com:</p> <p>During playback of a call in Witness an error of 1144 comes up. See screen shot below.</p> <p>Verint was not able to resolve this issue due to complications with the computer. As for troubleshooting with Verint, I have a contact person there you may speak to with assistance in resolving this matter, Naveen 770-754-8666.</p> <p>[cid:image001.jpg@01CB3F73.663661A0]</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Thanks, Claudia</p> <p>Entered on 08/19/2010 at 07:42:01 PDT (GMT-0700) by Richard Kuhn:</p> <p>Also you have mentioned that you opened a ticket with Verint Can you provide the details of that troubleshooting? and what steps need to be performed by myself?</p> <p>Entered on 08/18/2010 at 12:56:22 PDT (GMT-0700) by Richard Kuhn:</p> <p>Can you provide details on this error? Are you getting them within the QA System or Just the viewer? Is this occurring during playback? or just logging in?</p> <p>Entered on 08/18/2010 at 09:52:10 PDT (GMT-0700) by Claudia Alderete:</p> <p>LMPS Code Response 99LMPS had reported ERecorder failure</p>			
Ticket	8/18/2010	152457	Standard	Closed	SARF - Witness Viewer	Application Development: Richard Kuhn	Sandy Levine	<p>Entered on 09/03/2010 at 14:40:40 PDT (GMT-0700) by Richard Kuhn:</p> <p>User now has access to all LA California viewer servers</p> <p>Entered on 09/02/2010 at 12:43:37 PDT (GMT-0700) by Jeff Adams:</p> <p>Assigning to Service Desk for processing (or re-assignment to appropriate Corporate or WEST support group if needed).</p> <p>Regards, Jeff Adams (E131323)</p> <p>Entered on 08/30/2010 at 12:53:28 PDT (GMT-0700) by Fernando Valdivia:</p> <p>Assigning to App Dev to create Witness Viewer account.</p> <p>Entered on 08/19/2010 at 10:37:38 PDT (GMT-0700) by Fernando Valdivia:</p> <p>Call centers handle Witness QM and Liam used to handle Witness Viewer. Should Witness Viewer request now be assigned to AppDev?</p> <p>Entered on 08/18/2010 at 15:00:39 PDT (GMT-0700) by Sandy Levine:</p>	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Received SARF signed by Maria DeSantiago to grant Victor Sotomayor E017522 Witness viewer for GG, Culver City and Van Nuys.			
Ticket	8/19/2010	152584	Standard	Closed	Witness QM Screen Capture not working	George Garcia, Richard Kuhn	E127899	<p>Entered on 08/24/2010 at 12:28:58 PDT (GMT-0700) by George Garcia:</p> <p>All should be functional at this time. Closing ticket.</p> <p>Entered on 08/23/2010 at 15:53:37 PDT (GMT-0700) by Richard Kuhn:</p> <p>There was a problem with the Ontario servers recording video. Please check to see if you can now view video on calls that were recorded after 4pm pst on 8/23/2010</p> <p>If you are still missing video Please provide the following information for all the problematic workstations</p> <p>Agent Avaya ID Workstation Phone Extention Workstation PC Name Workstation IP Address</p> <p>Entered on 08/19/2010 at 10:44:27 PDT (GMT-0700) by Amanda Thomason:</p> <p>Witness QM screen capture not working since 8/13. Audio portion is still recording calls since then without screen capture.</p>	Application Development	Witness	Witness QM
Ticket	8/19/2010	152626	Standard	Closed	SARF - Witness supervisor for Kathryn Torrez	Sandy Levine	Sandy Levine	<p>Entered on 08/20/2010 at 11:48:47 PDT (GMT-0700) by Sandy Levine:</p> <p>This has been taken care of.</p> <p>Nikki Washington Quality Assurance Specialist Time Warner Cable Colorado Springs, CO nakia.washington@twcable.com</p> <p>Entered on 08/19/2010 at 13:59:24 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by Jana McEachin to grant Kathryn Torrez E149299 Witness supervisor access.</p>	Application Development	Witness	
Ticket	8/20/2010	152728	Standard	Closed	unable to pull call viewer with my computer and viewer log in in (HR Farid)	Steve Stiles	E091058	Entered on 10/12/2010 at 11:25:42 PDT (GMT-0700) by Michael Allen2: closed	Desktop Support	Software	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
					office			Entered on 08/26/2010 at 10:59:57 PDT (GMT-0700) by Steve Stiles: Check of Farid's system shows correct version of IE for Witness Viewer - IE7. He is out of town until mid-morning tomorrow. Will check with him when he returns to see if we can replicate the problem. /ss/ Entered on 08/20/2010 at 08:29:57 PDT (GMT-0700) by Diane Weissenfluh: Yesterday, for HR issue, was able to log onto Farid's computer and pull call viewer. Viewer does not respond today when I tried again. Does pull at my own desk but needs to be possible in HR for HR issue. COS HR			
Ticket	8/20/2010	152813	Standard	Closed	Unable to play back recorded calls nor monitor live calls using Witness	Jesse Gonzalez	E131197	Entered on 08/23/2010 at 06:57:02 PDT (GMT-0700) by Jesse Gonzalez: Adjusted resolution, was set high which prevented recording. Entered on 08/20/2010 at 14:16:14 PDT (GMT-0700) by Joe Santiago: Hello, Witness is unable to play back calls from extension 31006. Witness is also unable to do live monitor for this same extension. The agent currently occupying this station is Rolando Tello. Thank you! Error message attached.	Desktop Support	Software	Customer Care
Ticket	8/20/2010	152865	Standard	Closed	SARF - Witness supervisor	Richard Kuhn	Sandy Levine	Entered on 08/24/2010 at 15:37:08 PDT (GMT-0700) by Richard Kuhn: I upgraded the users access from Quality assurance to Supervisor For future reference your local witness administrator can handle these changes Entered on 08/20/2010 at 16:05:21 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Adam Archuleta for Witness supervisor access for Eric Kim E124027.	Application Development	Witness	
Ticket	8/21/2010	152912	Standard	Closed	No recorded quality calls at agents work station.	Steve Stiles	E090746	Entered on 09/23/2010 at 14:29:20 PDT (GMT-0700) by Steve Stiles: Now recording audio and video at same location - not sure what happened, but when he was moved a couple of times, then set for 100% monitoring for a couple of days, now, randomized monitoring is working ok	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Entered on 08/31/2010 at 14:17:17 PDT (GMT-0700) by Steve Stiles:</p> <p>Checked recordings for 8/30 - 8/31 (early AM) - still audio only.</p> <p>When he was on 77042, were there any QM calls w/ audio and video?</p> <p>Has a rep who is successfully recording sat at his station (ext 77000) to see if they record QM calls ok?</p> <p>Entered on 08/30/2010 at 07:03:44 PDT (GMT-0700) by Steve Stiles:</p> <p>Able to hear QM, but unable to view any video on any recorded calls. WCB w/ Gary when he gets in for specific call example of working Audio and Video call (for 77042 ext.).</p> <p>Entered on 08/29/2010 at 19:23:57 PDT (GMT-0700) by gary.pullen@twcable.com:</p> <p>IT,</p> <p>I had Jose change desk stations and login. He is currently at Ext: 77042 - Port # 2276 â€“ Workspace Name: loscscccc77042, using login of 78598. I am able to use the quality monitoring and able to pull up a live monitor on him.</p> <p>Can you check the setting of this PC and compare it to his original work station and see if you can determine the issue?</p> <p>Thank you in advance,</p> <p>Entered on 08/26/2010 at 09:09:06 PDT (GMT-0700) by Steve Stiles:</p> <p>Check of LOSCSCCBDRSQL - Telephone, Workspaces and Workstations entries look ok - entries made and in same format as those of working systems;</p> <p>Workstation LOSCSCCCC77000 in correct OU in AD</p> <p>Workstation name and extension correct - no crossed connections at desk; correct version of Witness installed and registry entries correct; monitors</p> <p>Ping and NSLookup return same IP addr - 10.88.82.99 - so don't suspect DNS error</p> <p>Check in QM - CSR has audio recordings for Aug 25 and 26 - in the Unassigned folder - but no video.</p> <p>>>> When CSR arrives, will have him use another workstation to see if QM records ok on different workstation. <<<</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Entered on 08/21/2010 at 12:19:26 PDT (GMT-0700) by Gary Pullen:</p> <p>Agent located at Port # 2169, Ext # 77000, computer -name loscscccd77000, is still not having any quality calls recorded. IT has already re-imaged the drive. Need to have this resolved in order to complete quality monitoring on this agent.</p> <p>Thank you,</p>			
Ticket	8/23/2010	152973	Standard	Closed	Witness is recording to agents on one contact number.	Jesse Gonzalez, Richard Kuhn	E091916	<p>Entered on 08/24/2010 at 14:15:30 PDT (GMT-0700) by Jesse Gonzalez:</p> <p>Entered on 08/24/2010 at 14:13:27 PDT (GMT-0700) by ronda.underwood@twcable.com:</p> <p>The issue was corrected. Thanks for your help</p> <p>Entered on 08/24/2010 at 14:13:27 PDT (GMT-0700) by ronda.underwood@twcable.com:</p> <p>The issue was corrected. Thanks for your help</p> <p>John Brickley Agent Avaya ID 39039 Workstation Phone Extension 31001 Workstation PC Name LOSHOCCCD31001 Workstation IP Address 10.88.32.20</p> <p>Entered on 08/23/2010 at 15:56:37 PDT (GMT-0700) by Richard Kuhn:</p> <p>User is testing</p> <p>I found an extra phone tied to that station and removed it</p> <p>LOSHOCCCD31001 Ext 31001 10.88.32.20</p>	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Entered on 08/23/2010 at 12:35:58 PDT (GMT-0700) by Richard Kuhn:</p> <p>Please provide the following information for all the problematic workstations</p> <p>Agent Avaya ID Workstation Phone Extention Workstation PC Name Workstation IP Address</p> <p>Entered on 08/23/2010 at 09:01:09 PDT (GMT-0700) by Ronda Underwood:</p> <p>Witness is recording to agents on one contact number. The two agents are Felis Dorsey and John Brickley. Examples: 20100819V7008609 8/19/10 and 20100817V7008220 8/17/10</p>			
Ticket	8/23/2010	153042	Standard	Closed	No calls recorded for collections Agent Tameka Warfield	Richard Kuhn	E091573	<p>Entered on 08/24/2010 at 15:49:45 PDT (GMT-0700) by Richard Kuhn:</p> <p>This station was not setup correctly in witness.</p> <p>The extension provided me however is not a viable extension for witness to tie it to a workstation.</p> <p>I instead tied the proper extension based on the computer name x31259</p> <p>Entered on 08/24/2010 at 09:34:34 PDT (GMT-0700) by esperanza.davalos@twcable.com:</p> <p>Agent Avaya ID 39345 Workstation Phone Extention x38069 Workstation PC Name LOSHOCCCCD31259 Workstation IP Address 10.88.32.192</p>	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Thank you, Esperanza</p> <p>Entered on 08/23/2010 at 15:54:44 PDT (GMT-0700) by Richard Kuhn:</p> <p>Please provide the following information for all the problematic workstations</p> <p>Agent Avaya ID Workstation Phone Extention Workstation PC Name Workstation IP Address</p> <p>Entered on 08/23/2010 at 13:17:57 PDT (GMT-0700) by Esperanza Davalos:</p> <p>No calls recorded in witness for collections agent Tamkeka Warfield (supervisor Sandra Fontenot)</p>			
Ticket	8/23/2010	153054	Standard	Closed	can't log into witness	Thomas Hopfer	Thomas Hopfer	<p>Entered on 08/23/2010 at 14:13:21 PDT (GMT-0700) by Thomas Hopfer:</p> <p>user getting invalid username password when went to reset it on line tool http://losonccwfmapi03:7001/wfo/control/password_reset user getting error</p> <p>Your employee information does not contain an email address. Please contact your administrator to update your email address.</p> <p>IMed Alejandro Leyva and he said that the sups should reset her password then she should go in and add her email address user will have sup try if any issues she will call back if so Alejandro will reset her password this time</p>	Desktop Support	Software	Customer Care
Ticket	8/23/2010	153121	Standard	Closed	SARF - Witness supervisor	Sandy Levine	Sandy Levine	<p>Entered on 08/30/2010 at 10:22:13 PDT (GMT-0700) by Sandy Levine:</p> <p>Access has been granted.</p> <p>Entered on 08/26/2010 at 13:57:53 PDT (GMT-0700) by Sandy Levine:</p> <p>Sent email to Jenny Miranda</p> <p>Entered on 08/23/2010 at 16:35:44 PDT (GMT-0700) by Sandy Levine:</p>	Service Desk	User Access Request	Witness

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Received SARF signed by Marilyn Haynes grant Alec Miller E126797 Witness supervisor access.			
Ticket	8/24/2010	153343	Standard	Closed	SARF - Witness Viewer	Richard Kuhn	Sandy Levine	<p>Entered on 09/03/2010 at 14:43:09 PDT (GMT-0700) by Richard Kuhn:</p> <p>User access has been assigned</p> <p>You will need to be on IE version 6 or 7 (8 is not compatible)</p> <p>Entered on 09/03/2010 at 12:30:03 PDT (GMT-0700) by James Mansell:</p> <p>Witness Viewer access is managed by App Dev</p> <p>Witness QM is handled by the call center.</p> <p>Entered on 09/02/2010 at 13:08:12 PDT (GMT-0700) by Jeff Adams:</p> <p>Assigning to Service Desk for re-assignment to appropriate Corporate or WEST support group.</p> <p>Regards, Jeff Adams (E131323)</p> <p>Entered on 08/24/2010 at 16:50:36 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by James McEwen to grant the following access to Witness Viewer:</p> <p>Tifphani Adams E130846 Edward Cousins E120234</p>	Application Development	Witness	
Ticket	8/24/2010	153351	Severe	Closed	Unable to find call in VIEWER	Application Development: Richard Kuhn	E124027	<p>Entered on 09/01/2010 at 10:06:15 PDT (GMT-0700) by Richard Kuhn:</p> <p>Unfortunatley this call came in during an outage and we have no recordings in hollywood for the hour in which it came in.</p> <p>The system did not come back online until 5:05 pst</p> <p>This call came in at 4:20 pst</p> <p>Entered on 09/01/2010 at 09:40:53 PDT (GMT-0700) by Richard Kuhn:</p> <p>Call details</p>	Service Desk	Telecom	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>8/13/2010 MST 17:19:50 E092304</p> <p>10 minutes Eric Madrano 323-244-0616</p> <p>Entered on 08/26/2010 at 10:31:16 PDT (GMT-0700) by Jesse Gonzalez: Installed WitnessDualScreenFix and adjusted resolution on agent station (X31069).</p> <p>Entered on 08/25/2010 at 18:18:27 PDT (GMT-0700) by Pamela Crawford: This is a Witness Viewer issue occurring on the agent desktop. Please triage issue with the end user.</p> <p>Entered on 08/25/2010 at 10:29:53 PDT (GMT-0700) by Louis Homan: Eric, we need more information to determine who this ticket goes to. What is witness Viewer? Viewer interaction? What is this product? Who generally works on this product? Do you know who is in charge of this product or what department?</p> <p>Entered on 08/25/2010 at 10:20:12 PDT (GMT-0700) by Aiesha Gatewood: Ticket assigned to IS Billing to resolve.</p> <p>Entered on 08/25/2010 at 10:10:04 PDT (GMT-0700) by eric.kim@twcable.com: Witness Viewer. Eric C Kim Time Warner Cable Customer Care Supervisor eric.kim@twcable.com<mailto:eric.kim@twcable.com> 323-993-8127</p> <p>Entered on 08/25/2010 at 08:33:33 PDT (GMT-0700) by Aiesha Gatewood: Eric, What is Viewer Interaction?</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Entered on 08/24/2010 at 17:24:34 PDT (GMT-0700) by Eric Kim:</p> <p>8448300733661851</p> <p>MEDRANO,ERIC</p> <p>1655 W 38TH PL</p> <p>LOS ANGELES 90062</p> <p>(323) 244-0616</p> <p>Unable to find Viewer interaction for customer listed above and agent RIA, Mateen, Ria. The call between this customer and agent RIA started approximately at 17:00 Mountain Time Zone. The last recorded call in Viewer on 8/13 started at 15:01 Mountain Time.</p>			
Ticket	8/25/2010	153381	Standard	Closed	Supervisor Change in Witness	Service Desk	Rodvel Velasquez	<p>Entered on 09/02/2010 at 14:44:19 PDT (GMT-0700) by James Mansell:</p> <p>Lili,</p> <p>IT does not manage the Witness application. We only manage the Server that witness runs on. Each call center has a Witness administrator to make these kinds of changes for you. This person is usually in QA. Please see your local Witness Admin.</p> <p>James</p> <p>Entered on 09/02/2010 at 13:06:56 PDT (GMT-0700) by Jeff Adams:</p> <p>Assigning to Service Desk for re-assignment to appropriate Corporate or WEST support group.</p> <p>Regards, Jeff Adams (E131323)</p> <p>Entered on 08/25/2010 at 08:43:00 PDT (GMT-0700) by Rodvel Velasquez:</p> <p>User called in and said that the following Reps are under the incorrect Supervisor in</p>	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Witness and would like to have them changed to the correct one.</p> <p>These reps are under different supervisors:</p> <p>Reps</p> <p>Current Supervisor</p> <p>Change To</p> <p>E146440</p> <p>Manning, Hanh</p> <p>Hobbs Reginald</p> <p>E023123</p> <p>Quintanilla, Jose</p> <p>Hobbs Reginald</p> <p>E146438</p> <p>LeFlore, Ronnie</p> <p>Manning, Hanh</p> <p>E146582</p> <p>LeFlore, Ronnie</p> <p>Cleary, Robert</p> <p>E092545</p> <p>Quintanilla, Jose</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Belloso, Marisol E129882 Ayala, Ricardo Manning, Hanh E146430 Davis, Jerrie Lopez, Denise E146437 Davis, Jerrie Gonzalez, Cesar			
Ticket	8/25/2010	153441	Standard	Closed	Witness Query Access	Jesse Gonzalez	E091956	Entered on 09/07/2010 at 13:08:46 PDT (GMT-0700) by Jesse Gonzalez: Spoke with user, ok after IE8 to IE7 downgrade. Entered on 09/02/2010 at 15:00:33 PDT (GMT-0700) by Richard Kuhn: Assigning to local desktop to first troubleshoot issues with the desktop as there are no reported issues with any of the servers Entered on 09/02/2010 at 13:04:57 PDT (GMT-0700) by Jeff Adams: Per Pam Crawford's instruction, assigning to Richard Kuhn for processing (or re-assignment within the appropriate CORPORATE or WEST IT support group) as the service desk had already assigned it to APP DEV. Regards, Jeff Adams (E131323) Entered on 08/26/2010 at 12:06:40 PDT (GMT-0700) by Rod Rodriguez:	Telecom	Trouble	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Rochelle is in the Witness viewer and when she highlights and clicks on a call to listen to it, she gets a message that the system is attempting to retrieve it, but nothing happens. This is on every call and it has been happening since yesterday. Entered on 08/25/2010 at 11:08:15 PDT (GMT-0700) by Rochelle Latimore: I am unable to access Witness Query Access to review calls.			
Ticket	8/25/2010	153498	Standard	Closed	Locked out of Quality Monitoring System	Service Desk: Larone Thompson	E092050	Entered on 08/26/2010 at 15:29:26 PDT (GMT-0700) by Larone Thompson: password = password Entered on 08/25/2010 at 13:54:39 PDT (GMT-0700) by E092050: I tried my password 3 times and got locked out.	Service Desk	User Access Request	Witness
Ticket	8/25/2010	153582	Standard	Closed	SARF - Witness supervisor	Sandy Levine	Sandy Levine	Entered on 08/30/2010 at 10:08:19 PDT (GMT-0700) by Sandy Levine: Access granted by Dianne. Entered on 08/26/2010 at 13:13:30 PDT (GMT-0700) by Sandy Levine: Sent email to Diane W to grant access. Entered on 08/25/2010 at 17:10:51 PDT (GMT-0700) by Sandy Levine: Received SARFs signed by Keron Singh to grant the following access to Witness supervisor: Jason Bregard E090003 Angel Hernandez E117509	Service Desk	User Access Request	Witness
Ticket	8/27/2010	153840	Severe	Closed	Witness Calls Recordings - Colorado Springs Storge Exceeded 98%	Application Development: Richard Kuhn	Michael Zebrow	Entered on 08/31/2010 at 06:54:30 PDT (GMT-0700) by Richard Kuhn: Logs have been cleared and I have asked the admin to purged saved calls Entered on 08/27/2010 at 09:18:27 PDT (GMT-0700) by Michael Zebrow: Colorado Springs Calls Recording Server Loscccer is at 98% storage capacity. Please reduce used data below 90%/	Application Development	Witness	Witness QM
Ticket	8/27/2010	153885	Standard	Closed	Timing is off on Viewer.	Richard Kuhn	Fernando Valdivia	Entered on 10/07/2010 at 20:07:25 PDT (GMT-0700) by Richard Kuhn: This timing issue and missing call issue has been resolved some time ago. I apologize I did not catch this ticket.	Telecom	Trouble	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								If you still see issues please open a new ticket with a couple examples for review Thanks Entered on 09/02/2010 at 12:47:28 PDT (GMT-0700) by Jeff Adams: Per Pam Crawford's direction, assigning ticket to Richard Kuhn for processing (or re-assignment within the appropriate CORPORATE or WEST IT support group) as this was already pushed to APP DEV by the SERVICE DESK. Regards, Jeff Adams (E131323) Entered on 08/27/2010 at 13:33:17 PDT (GMT-0700) by Rod Rodriguez: Problem with Witness viewer. Per Gladis, this is not a timing issue. What's happening is that the calls are not appearing in order and not all calls are being captured. Re-assigning to applications development team. Entered on 08/27/2010 at 10:50:11 PDT (GMT-0700) by Fernando Valdivia: Timing is off on Viewer. Calls are not in order, Not capturing all the calls.			
Ticket	8/27/2010	153980	Standard	Closed	SARF - Witness Supervisor	Sandy Levine	Sandy Levine	Entered on 09/01/2010 at 08:58:39 PDT (GMT-0700) by Sandy Levine: This was completed by Diane Weissenfluh. Entered on 08/30/2010 at 10:28:15 PDT (GMT-0700) by Sandy Levine: Adding Isabel Diaz E125844. Entered on 08/27/2010 at 15:51:49 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Megan McGowen to grant Joshua Lechner E105453 Witness supervisor access. Mirror Selena E090971	Service Desk	User Access Request	Witness
Ticket	8/30/2010	154303	Standard	Closed	Reset Witness Password	E142728	E142728	Entered on 08/30/2010 at 17:06:35 PDT (GMT-0700) by Ruben Navarro: Reset user's witness password to password.	Service Desk	General Questions/Other	Other
Ticket	8/31/2010	154517	Standard	Closed	SARF - Witness Viewer	Application Development: Richard Kuhn	Sandy Levine	Entered on 09/03/2010 at 14:41:12 PDT (GMT-0700) by Richard Kuhn:	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>User access has been assigned http://losonccwview.los.twcable.com/avaya/</p> <p>You will need to be on IE version 6 or 7 (8 is not compatible)</p> <p>Entered on 09/02/2010 at 12:35:45 PDT (GMT-0700) by Jeff Adams:</p> <p>Assigning to Service Desk for re-assignment to appropriate Corporate or WEST support group.</p> <p>Regards, Jeff Adams (E131323)</p> <p>Entered on 08/31/2010 at 16:34:35 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by Jon Soseman to grant Joyce Richardson E130071 Witness viewer access.</p>			
Ticket	8/31/2010	154530	Standard	Closed	SARF - Witness Viewer	Application Development: Richard Kuhn	Sandy Levine	<p>Entered on 09/03/2010 at 14:34:38 PDT (GMT-0700) by Richard Kuhn:</p> <p>User access has been assigned http://losonccwview.los.twcable.com/avaya/</p> <p>You will need to be on IE version 6 or 7 (8 is not compatible)</p> <p>Entered on 09/03/2010 at 12:28:57 PDT (GMT-0700) by James Mansell:</p> <p>The Call Center QA teams only manage Witness QM access. All Witness Viewer access was granted on the server by Liam.</p> <p>Unless a new process has been established and someone else has the ability to RDP to the Witness servers to create these accounts, this ticket should be handled by App Dev</p> <p>Entered on 09/02/2010 at 12:34:03 PDT (GMT-0700) by Jeff Adams:</p> <p>Assigning to Service Desk for re-assignment to appropriate Corporate or WEST support group.</p> <p>Regards, Jeff Adams (E131323)</p> <p>Entered on 08/31/2010 at 16:51:45 PDT (GMT-0700) by Sandy Levine:</p>	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Received SARF signed by Debbie Schoemann to grant Jon Soseman E028499 Witness viewer access.			
Ticket	9/1/2010	154680	Standard	Closed	System Downgrade	Gerardo Bran	E091956	<p>Entered on 09/02/2010 at 06:05:30 PDT (GMT-0700) by Gerardo Bran:</p> <p>Uninstalled IE8 and Installed IE7</p> <p>Entered on 09/01/2010 at 13:15:40 PDT (GMT-0700) by Rochelle Latimore:</p> <p>Currently I am running Explore version 8 and I need to be downloaded to Version 7 so that I can review calls via Witness.</p>	Desktop Support	Software	Other
Ticket	9/1/2010	154721	Standard	Closed	Avaya Viewer not accepting login requests	Richard Kuhn	Steve Stiles	<p>Entered on 09/07/2010 at 08:48:05 PDT (GMT-0700) by Richard Kuhn:</p> <p>No response from user in 72 hours If problem persists please re-open the ticket</p> <p>Entered on 09/03/2010 at 14:24:43 PDT (GMT-0700) by Richard Kuhn:</p> <p>Rebuilt the user profile in witness viewer I contacted the user and left a vm to have him try it and requesting more info on the problem Is it intermittent or can you not login at all?</p> <p>He is using IE 7 so if the problem persists we might try dropping it to IE 6</p> <p>Its unlikely a licensing issue since Jeff works nights at a time when we would not hit any licensing limits if we even have any.</p> <p>Entered on 09/03/2010 at 07:59:22 PDT (GMT-0700) by Simoun Sim:</p> <p>User is trying to access a Witness application being managed by application development group assigning ticket to the group.</p> <p>Entered on 09/02/2010 at 12:27:07 PDT (GMT-0700) by Jeff Adams:</p> <p>Assigning to Simoun Sim for processing (or re-assignment within the appropriate IT Telcom support group).</p> <p>Regards, Jeff Adams (E131323)</p>	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Entered on 09/01/2010 at 15:27:00 PDT (GMT-0700) by Steve Stiles:</p> <p>Reported issue: From: Smith2, Jeffrey Sent: Wednesday, September 01, 2010 10:22 AM To: Stiles, Steve Subject: Avaya Viewer error</p> <p>Here is the scripting error we get (expanded from the warning in the status bar) when Viewer won't let us in. Usually you can still get in if you refresh the page multiple times or close out of the browser multiple times and try again but I have noticed it seems to be worse lately (takes way more tries to get in) than what it was. Wondering if there may be a capacity issue?</p> <p>Text of error message (screenshot attached) Internet Explorer</p> <p>...</p> <p>Line: 62 Char: 3 Error: Access is denied Code: 0 URL: http://losccwview01/avaya/portal.asp</p> <p>Jeff is using IE 7 (rolled back from v 8 to be compatible with Avaya Viewer). Windows Internet Explorer 7 Ver: 20070813.185237 Installed: 1/12/2010</p>			
Ticket	9/2/2010	154794	Project	Closed	Testing Apps and web pages after Change Management in Hollywood 3 AM	Gerardo Bran	Gerardo Bran	<p>Entered on 09/02/2010 at 06:18:30 PDT (GMT-0700) by Gerardo Bran:</p> <p>Testing Required after change management is completed in Hollywood Call center-3 AM.</p> <p>*Tested the following applications and sites once Change Management was complete:</p> <ol style="list-style-type: none"> 1. Kronos 2. AAD 3. IRIS 4. CSG (might be going off the secondary server-as it takes a little bit longer to load) 5. KEY 6. Connect to \\LOSBOHSPRNT01 (Files & Shares) 7. Connect to \\LOSBOHSPRNT01 (Printers) 8. Issue Track 9. LMS 10. WOA 11. Score Card 12. Witness (Impact 360) 	NetOps	Network	Other

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>13. www.timewarner.com/socal 14. Sales offers tool 15. OLA 3 16. Competitive Info tool 17. ABMS tool 18. Message boards (HTTP://etd.los.twcable.com 19. EZ Send mail out tool 20. Build a bundle tool 21. CIA search tool 22. Subscriber action memo tool 23. Sale Offers (CIMS) tool 24. PayXpress web site 25. Self Service (IT Tickets-Self Service) 26. EZ Send Administration tool 27. Sales Campaign</p> <p>Tested on the costumer care PC and Collections PC. I will be in hollywood and monitor for any problems this morning. Testing was completed and info submitted to Chris Fernandez.</p>			
Ticket	9/2/2010	154906	Severe	Closed	witness is not recording calls for agent Felis Dorsey	Jesse Gonzalez	E091573	<p>Entered on 09/10/2010 at 10:41:45 PDT (GMT-0700) by Jesse Gonzalez:</p> <p>Verified computer has Witness operational... Spoke to user and advised to contact Witness admin.</p> <p>Entered on 09/02/2010 at 14:53:36 PDT (GMT-0700) by James Mansell:</p> <p>Jesse,</p> <p>Single user issues like this are not supported by the Systems or App Dev team. This is either a problem with the Witness agent setup on the workstation, or the agents setup in Witness QM.</p> <p>If you check the PC and the witness settings are correct, then please refer Esperanza to her Witness admin to review the agents setup in Witness QM and to open a ticket with Verint. The Call Center witness admin is responsible for contacting Verint to open tickets for these issues, not IT</p> <p>Jim</p> <p>Entered on 09/02/2010 at 12:13:29 PDT (GMT-0700) by Jeff Adams:</p> <p>Assigning to Service Desk for re-assignment to appropriate Corporate or WEST support group.</p>	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Regards, Jeff Adams (E131323) Entered on 09/02/2010 at 11:29:17 PDT (GMT-0700) by Esperanza Davalos: Witness stopped recording calls Agent: Felis Dorsey Avaya# 39071 Supervisor: Roy Battles			
Ticket	9/2/2010	155001	Standard	Closed	SARF - Witness Supervisor	Sandy Levine	Sandy Levine	Entered on 09/13/2010 at 13:16:15 PDT (GMT-0700) by Sandy Levine: Access was granted by Dianne. Entered on 09/08/2010 at 14:31:04 PDT (GMT-0700) by Sandy Levine: Sent email to Diane W. Entered on 09/02/2010 at 16:28:57 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Megan McGowen to grant Olenka Jimenez E126253 witness supervisor access. Mirror Selena Thomas E090971	Service Desk	User Access Request	Witness
Ticket	9/6/2010	155260	Standard	Closed	Need password reset for Quality Monitoring Witness System	Fernando Valdivia	E091265	Entered on 09/07/2010 at 07:56:08 PDT (GMT-0700) by Fernando Valdivia: Please call the service desk to have your password reset. Entered on 09/06/2010 at 19:18:57 PDT (GMT-0700) by E091265: can't login, too many attempts.	Service Desk	User Access Request	Witness
Master Ticket	9/7/2010	155413	Request	Closed	Witness Access	Richard Kuhn	E084227	Entered on 09/27/2010 at 15:33:17 PDT (GMT-0700) by Richard Kuhn: This work has been complete by the various QM departments Please contact them directly if you have any issues/questions Entered on 09/09/2010 at 08:03:22 PDT (GMT-0700) by adam.felmlee@twcable.com: Please also include these Brandon Weissler V188416	Service Desk	User Access Request	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Marsha Arnaldy V027439 Melissa Whittaker V188417 Michael Knieling V188419 Michael Tartamella V188418 Rafael Pinto V188414 Robert Grogan V188420 Nathaniel Holland V027441 Signe Aguirre V027437 Timothy Allen V188413 Stanley White V188415 Adam Felmlee Time Warner Cable Enterprise Customer Care			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Sr. Manager Quality and CSAT 814-274-6662 (Office) 814-598-3211 (Cell)</p> <p>Entered on 09/07/2010 at 13:41:30 PDT (GMT-0700) by Adam Felmlee:</p> <p>**This Ticket is a copy of IT Online SARF #112 of workspace IT Online SARF**</p> <p>Entered on 09/07/2010 at 13:41:28 PDT (GMT-0700) by Approval:</p> <p>SARF has been approved by IT.</p> <p>Entered on 09/03/2010 at 11:47:34 PDT (GMT-0700) by Approval:</p> <p>SARF has been approved by the business manager.</p> <p>Entered on 09/03/2010 at 10:09:15 PDT (GMT-0700) by Escalated:</p> <p>Management team identified. Awaiting management approval.</p> <p>Entered on 09/03/2010 at 10:09:13 PDT (GMT-0700) by Adam Felmlee:</p> <p>Hi, my team currently has SARFs on file and access to just audio. We now need full access. We need access to Hollywood, Van Nuys, Colorado, and Ontario servers.</p> <p>West Region Auditors</p> <p>Julie Barath</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category	
								V242722 Wanda Kabbani V238447 Cathy King V213516 Bonnie Heidemann V238442 Robin Goudie V185316 Barb Johnson-Henneberry V238443				

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Rafaela Vasquez V185328 Pam Conlan V176493 Linda VanOverbeke V213520 Julie Carr V242725 Richard Delgado V213524 Luis Chavez V242727			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Marsha DeLong</p> <p>V185312</p> <p>Natalie Clifton</p> <p>V238445</p> <p>Peggie Coloumbe</p> <p>V238446</p> <p>Cora Stroud</p> <p>V242755</p> <p>Jacquelyne Weathers</p> <p>V185329</p> <p>Judy Willibey</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								V185330 Amy Chopie V185310 Jarrod Buchmann V242724 Maureen Stock V185327 Mary Hembel V238441 Andrew Goetz V177038			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Nick Cumbo V242729 Gayle Heinis V242733 Ron Albaugh V242720 Jason Page V176500 Nancy Davis V213523 LaKeya Mason V242740			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Shellie Bellinghausen V238433 Christine Leahy V238448 Vicki Davis V180097 Christy Wilson V106923 Michelle Burkes V164582			
Subtask	9/7/2010	155414	Request	Closed	SARF - Create Witness QA Account	Service Desk: Sandy Levine	Escalated	Entered on 09/27/2010 at 15:33:17 PDT (GMT-0700) by Richard Kuhn: This work has been complete by the various QM departments Please contact them directly if you have any issues/questions	Service Desk	User Access Request	Witness

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Entered on 09/07/2010 at 13:41:37 PDT (GMT-0700) by Escalated:</p> <p>Grant Witness QA access for user.</p> <p>Individual submitting request: Jlodge Inc Business Unit: Regional DB79A Effective Date: 2010-09-03 00:00:00.000</p> <p>Contractor Company: Jlodge/BPA</p> <p>Access Level: QA,</p> <p>Refer to previous descriptions for additional user information, including the list of new hires for New Hire Class requests.</p> <p>Entered on 09/07/2010 at 13:41:30 PDT (GMT-0700) by Adam Felmlee:</p> <p>**This Ticket is a copy of IT Online SARF #112 of workspace IT Online SARF**</p> <p>Entered on 09/07/2010 at 13:41:28 PDT (GMT-0700) by Approval:</p> <p>SARF has been approved by IT.</p> <p>Entered on 09/03/2010 at 11:47:34 PDT (GMT-0700) by Approval:</p> <p>SARF has been approved by the business manager.</p> <p>Entered on 09/03/2010 at 10:09:15 PDT (GMT-0700) by Escalated:</p> <p>Management team identified. Awaiting management approval.</p> <p>Entered on 09/03/2010 at 10:09:13 PDT (GMT-0700) by Adam Felmlee:</p> <p>Hi, my team currently has SARFs on file and access to just audio. We now need full access. We need access to Hollywood, Van Nuys, Colorado, and Ontario servers.</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>West Region Auditors</p> <p>Julie Barath</p> <p>V242722</p> <p>Wanda Kabbani</p> <p>V238447</p> <p>Cathy King</p> <p>V213516</p> <p>Bonnie Heidemann</p> <p>V238442</p> <p>Robin Goudie</p> <p>V185316</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Barb Johnson-Henneberry V238443 Rafaela Vasquez V185328 Pam Conlan V176493 Linda VanOverbeke V213520 Julie Carr V242725 Richard Delgado			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category		
								V213524 Luis Chavez V242727 Marsha DeLong V185312 Natalie Clifton V238445 Peggie Coloumbe V238446 Cora Stroud V242755					

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Jacquelyne Weathers V185329 Judy Willibey V185330 Amy Chopie V185310 Jarrod Buchmann V242724 Maureen Stock V185327 Mary Hembel			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								V238441 Andrew Goetz V177038 Nick Cumbo V242729 Gayle Heinis V242733 Ron Albaugh V242720 Jason Page V176500			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Nancy Davis V213523 LaKeya Mason V242740 Shellie Bellinghausen V238433 Christine Leahy V238448 Vicki Davis V180097 Christy Wilson V106923			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Michelle Burkes V164582			
Ticket	9/7/2010	155457	Standard	Closed	SARF - Witness Viewer for Nancy Harris	Richard Kuhn	Sandy Levine	Entered on 09/08/2010 at 20:04:07 PDT (GMT-0700) by Richard Kuhn: User access has been assigned Entered on 09/07/2010 at 14:57:56 PDT (GMT-0700) by Sandy Levine: Receievd SARF signed by Jon Soseman to grant Nancy Harris E150243 Witness viewer access.	Application Development	Witness	
Ticket	9/8/2010	155555	Standard	Closed	Impact 360 Not Loading	Kenton Young	E113401	Entered on 09/09/2010 at 07:55:42 PDT (GMT-0700) by Kenton Young: Impact 360 database problems have been resolved. Entered on 09/08/2010 at 11:58:54 PDT (GMT-0700) by Kenton Young: Impact 360 is loading. The problems is that the computer id freezing when navigating between screens. Rebooting computer. Entered on 09/08/2010 at 10:03:26 PDT (GMT-0700) by Richard Kuhn: The server is up and running I tested all three successfully. I will assign this to local desktop support for local investigation. There is nothing I can do remotely so if no resolution is found desktop support will need to open a ticket with Verint. Entered on 09/08/2010 at 08:09:35 PDT (GMT-0700) by Maisha Johnson: Impact 360 is not loading from the Pulse function nor as a stand-alone web page. I am unable to continue my work with out it.	Application Development	Witness	Witness WFM
Ticket	9/8/2010	155568	Standard	Closed	Impact 360 not reporting accurately.	Richard Kuhn	Fernando Valdivia	Entered on 09/08/2010 at 12:36:17 PDT (GMT-0700) by Richard Kuhn: A global ticket has been created for this issue	Application Development	Call Limiter	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 09/08/2010 at 08:58:07 PDT (GMT-0700) by Fernando Valdivia: Agent IDs Theresa Schollz 39363: E129151 - logged in at 0800 and witness does not show her logged in. Franklin Castro 39850: E124440 - when on break @ 0715 still shows on break even though he is logged into the phone. Darwin Jenkins 39623: E092065 - is currently on break but still shows that he is under projects. Not sure if this would be a Impact 360 issue or avaya issue. Has refreshed the window and still shows same issues.			
Ticket	9/8/2010	155641	Standard	Closed	Needs IE8 removed and pushed to IE7 for Witness Viewer.	George Garcia	George Garcia	Entered on 09/08/2010 at 11:37:28 PDT (GMT-0700) by George Garcia: Completed for client, downgraded/installed for client Entered on 09/08/2010 at 11:14:27 PDT (GMT-0700) by George Garcia: Needs IE8 removed and pushed to IE7 for Witness Viewer.	Desktop Support	Software	
Ticket	9/8/2010	155728	Standard	Closed	Witness not capturing 2nd monitor in Van Nuys call center	Ernesto Hernandez	E013719	Entered on 11/24/2010 at 11:28:31 PST (GMT-0800) by Ernesto Hernandez: Issue has been resolved, it resolves by installing Java 1.5.0_15, Elaine checked with Claudia Alderete. All good. Entered on 09/08/2010 at 19:37:08 PDT (GMT-0700) by Richard Kuhn: Assigning to desktop support for Van Nuys Please Ensure the Task bar for this user is in the left screen of the dual monitor setup and is at the bottom of left side of said monitor. Also Please ensure the following registry key is set to 1 [HKEY_LOCAL_MACHINE\SOFTWARE\Witness Systems\eQuality Agent\Capture\CurrentVersion] Key: DualMonitor (dword) If the above information does not help please provide the following information for further troubleshooting and assign it back to me. Agent Avaya ID Workstation Phone Extention	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Workstation PC Name Workstation IP Address Entered on 09/08/2010 at 15:12:03 PDT (GMT-0700) by Elaine DeLeon: Witness is not capturing the 2nd monitor on recorded calls for the Van Nuys call center. Can we please look into this? Thank you			
Ticket	9/8/2010	155742	Standard	Closed	Unable to access Viewer for Hollywood	Ernesto Hernandez	E017522	Entered on 11/02/2010 at 15:41:54 PDT (GMT-0700) by Ernesto Hernandez: Issue has been resolved. Entered on 09/17/2010 at 08:36:20 PDT (GMT-0700) by Larone Thompson: User called in requesting an update on this ticket. Ticket was opened on 9/8/10 and user is still awaiting contact. Sent email to technician Entered on 09/09/2010 at 07:56:53 PDT (GMT-0700) by Fernando Valdivia: Please verify issue: Witness QM Users must have "Full Control" of C:\Program Files\Java (done by GPO) --be sure to choose advanced and check the box to propagate changes to child objects --Make sure that they have Jre version 1.5.0_14, uninstall Java 6 if present --Viewer users must have IE 7.0, uninstall IE 8.0. QM users can use 8.0 --There are 4 Witness Servers, make sure they are access the proper server for their site If user needs account created please refer to SARF. Entered on 09/08/2010 at 15:37:30 PDT (GMT-0700) by Victor Sotomayor: http://loshoccwview01/avaya/ this link for Hollywood/Culver City calls doesn't work still, message reads: Unable to log you in, please contact your system administrator. Create Object EyrInfAdaptiveUI.Markup failed in Portal.ASP.	Desktop Support	Software	IT-IS
Ticket	9/10/2010	156228	Standard	Closed	Inactive users are shown	Richard Kuhn	E142728	Entered on 09/10/2010 at 14:31:14 PDT (GMT-0700) by Richard Kuhn:	Application	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
					as active in Impact			<p>The screen shot attached does not even show either of the two names you have listed so I am not sure why it was included.</p> <p>I checked the server and I see accurate data.</p> <p>Can you clarify on what the issue is?</p> <p>If the problem persists I will forward your ticket to your local desktop support to clear out the IE and Java Caches and history.</p> <p>Entered on 09/10/2010 at 09:48:07 PDT (GMT-0700) by Ruben Navarro:</p> <p>Inactive users (Rafael Alvarenga / Ismael Barrientos) are shown as active in Impact.</p> <p>Screenshot attached</p>	Development		
Ticket	9/13/2010	156450	Standard	Closed	ERR -1263 in Witness	Michael Allen2, Doug Miller, Steve Stiles	E118295	<p>Entered on 09/23/2010 at 07:25:43 PDT (GMT-0700) by Michael Allen2:</p> <p>Went back through her PC and error is still happening... Spoke with Heidi, advised would talk to Rich Kuhn about it and he can not find any log file being written on the server like the error indicates, and problem can be duplicated with multiple user accounts, it points back to a PC issue.</p> <p>Being that she is in HR and does not want to re-build a PC right now for this, and since Witness is going to be managed by corp after ETS, she will wait to see what happens after ETS before rebuilding her PC.</p> <p>Closing ticket.</p> <p>Entered on 09/15/2010 at 04:37:21 PDT (GMT-0700) by Steve Stiles:</p> <p>Ticket re-opened - still getting error1263. WCB with Heidi when she gets in today.</p> <p>Entered on 09/14/2010 at 18:39:21 PDT (GMT-0700) by heidi.thorne@twcable.com:</p> <p>I am still getting the same error when I try to open a witness file.</p> <p>[cid:image001.jpg@01CB5444.104815A0]</p>	Desktop Support	Software	HR

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Heidi Thorne HR Generalist Time Warner Cable 2221 E. Bijou St. Colorado Springs, CO 80909 719-457-4790</p> <p>Entered on 09/14/2010 at 10:17:55 PDT (GMT-0700) by Steve Stiles:</p> <p>IE 8 installed on system; remotely connected and removed IE8, rebooted, tested by loggin in to QM and listening to a call.</p> <p>Please check under your logon to ensure it is working ok and let me know how the testing goes.</p> <p>Thanks</p> <p>Steve x74897</p> <p>Entered on 09/13/2010 at 09:13:50 PDT (GMT-0700) by E118295:</p> <p>Unable to play back Witness recordings, receiving error 1263. Possibly related to current version of Java.</p>			
Ticket	9/14/2010	157009	Standard	Closed	Witness Issue	Seth Pizzo	Seth Pizzo	<p>Entered on 09/20/2010 at 07:37:56 PDT (GMT-0700) by Seth Pizzo:</p> <p>User states that all is working.</p> <p>Entered on 09/17/2010 at 16:45:35 PDT (GMT-0700) by Seth Pizzo:</p> <p>Removed Java completely and installed proper version. Ensured that IE 7 was the installed browser. Pending user to reply for confirmation of Witness login success.</p> <p>Entered on 09/15/2010 at 20:13:34 PDT (GMT-0700) by Richard Kuhn:</p> <p>May want to try clearing the IE cache and java cache and make sure they are on the proper version of IE and JAvA If none of that works you may want to reimagine. There is no troubleshooting that I can do since it is not a server issue</p> <p>Entered on 09/14/2010 at 16:04:07 PDT (GMT-0700) by Seth Pizzo:</p>	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								User is getting the attached error when trying to load Witness. Gave user admin rights to see if applet would load, to no avail. User is located in the Garden Grove call center.			
Ticket	9/15/2010	157135	Standard	Closed	Witness QM PW Reset Request	Fernando Valdivia	Jesse Gonzalez	Entered on 09/16/2010 at 09:07:02 PDT (GMT-0700) by Fernando Valdivia: Password has been reset to: password Entered on 09/15/2010 at 10:38:31 PDT (GMT-0700) by Jesse Gonzalez: Witness QM PW Reset Request	Service Desk	User Access Request	Witness
Ticket	9/15/2010	157304	Standard	Closed	360 unknown error saving to schedules t3	Richard Kuhn	E090917	Entered on 09/15/2010 at 20:08:43 PDT (GMT-0700) by Richard Kuhn: This issue has been resolved by Running Scripts on the db to remove duplicate Events I set up a schedule job to do this daily in the hopes t prevent the needs for tickets Entered on 09/15/2010 at 15:47:35 PDT (GMT-0700) by Connie Landino: 360 schedule run error	Application Development	Witness	Witness WFM
Ticket	9/15/2010	157379	Request	Closed	MAC - 2 Desktop PCs	Charles Sholler	James Mansell	Entered on 09/20/2010 at 09:23:22 PDT (GMT-0700) by Charles Sholler: Duplicate for Ticket # 157379 Entered on 09/15/2010 at 18:17:04 PDT (GMT-0700) by James Mansell: Cook street 2nd floor coaching rooms requires 2 computers with external speakers and network access for agent coaching. Both will need appropriate applications installed on them; CSG and access to Witness. Approved by DGipson	Desktop Support	Hardware	Request Form
Ticket	9/16/2010	157585	Standard	Closed	SARF - Witness Supervisor	Sandy Levine	Sandy Levine	Entered on 09/29/2010 at 15:49:04 PDT (GMT-0700) by Sandy Levine: Access granted by Elaine. Entered on 09/27/2010 at 08:20:55 PDT (GMT-0700) by Sandy Levine: Sent Elaine O'Hara an email. Entered on 09/16/2010 at 14:48:16 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Maria DeSantiago to grant Genadiy Suprun E092972 Witness supervisor access.	Service Desk	User Access Request	Witness
Ticket	9/16/2010	157656	Standard	Closed	SARF - Witness Viewer	Richard Kuhn	Sandy	Entered on 09/17/2010 at 15:19:02 PDT (GMT-0700) by Richard Kuhn:	Application	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
							Levine	User access has been assigned Entered on 09/16/2010 at 17:00:26 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Joe Russ to grant Miriam Nieto E090663 Witness Viewer for Colorado Springs.	Development		
Ticket	9/17/2010	157793	Standard	Closed	Witness not recording for workstation	Doug Miller	E089870	Entered on 09/24/2010 at 12:12:35 PDT (GMT-0700) by Doug Miller: system replaced everything working fine. closing tkt Entered on 09/21/2010 at 04:52:50 PDT (GMT-0700) by Steve Stiles: Checked Witness server - entries for Telephone (Tele-77081),Workspace and Workstation all correct. DS-query on machine shows it in correct OU. Check of registry on LOSCSCCCCD77081 - Witness entries ok - settings correct for SQL server:port. Physical check of system - phone ext correct, no cross-connect from different workstation / jack. System is a GX780 - UAT box for Tier 3 on 780 platform. Entered on 09/17/2010 at 12:19:12 PDT (GMT-0700) by Sergio Alcala: Witness not recording on this workstation IP 10.88.82.106 ext 77081 data: 2140	Desktop Support	Software	Customer Care
Ticket	9/19/2010	157914	Standard	Closed	witness- audio no visual	Steve Stiles	E081661	Entered on 09/22/2010 at 05:24:56 PDT (GMT-0700) by Steve Stiles: Ken told Mike Allen he had moved his workstation when he moved. Once he moved it back and the extension and workstation name matched, his QM's began recording audio and video. Let us know if there's anything else. Thanks	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Steve</p> <p>Entered on 09/21/2010 at 07:18:30 PDT (GMT-0700) by Steve Stiles:</p> <p>Checked Witness server - entries for Telephone (Tele-77596),Workspace and Workstation all correct.</p> <p>DS-query on machine shows it in correct OU.</p> <p>Check of registry on LOSCSCCCCD77596 - Witness entries ok - settings correct for SQL server:port.</p> <p>*** Live monitor shows Ken logged in on LOSCSCCCCD77202, EXT 77202 - not reported system 77596; tracking records show 77202 at jack 3165 and ext 77596 at jack 3164; doesn't appear to be a DNS issue - ping of both systems returns different IP addresses and able to VNC in to two different systems ok ***</p> <p>>>>> Check of 77202 - all QM server settings ok - Telephones, Workspaces and Workstation entries ok; workstation in correct OU; Witness installed / Registry settings correct; logging correctly - Witness Capture Service started;</p> <p>System is a GX755 - last imaged 3/2010</p> <p>Entered on 09/20/2010 at 08:26:22 PDT (GMT-0700) by E081661:</p> <p>EID: E107317 port: 3165v ext: 77596 avaya: 79641</p> <p>Entered on 09/20/2010 at 07:16:50 PDT (GMT-0700) by Michael Allen2:</p> <p>Emailed Lauren to get the users EID, Avaya phone login, jack number from under the desk and phone extension...</p> <p>Entered on 09/19/2010 at 10:06:45 PDT (GMT-0700) by E081661:</p> <p>Kenneth McPhail has audio and no visual in Witness.</p> <p>Thank you</p>			
Ticket	9/20/2010	158117	Standard	Closed	SARF - Witness Viewer	Richard Kuhn	Sandy Levine	Entered on 09/21/2010 at 10:37:03 PDT (GMT-0700) by Richard Kuhn: This has been completed already 157656	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 09/20/2010 at 12:12:59 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Joseph Russ to grant Miriam Nieto E090663 access to COS viewer.			
Ticket	9/22/2010	158807	Standard	Closed	Quality monitoring live monitoring is not allowing video - WITNESS San Diego	Telecom: Stephanie Hurtado. Individual Users: Charles Sholler	E030104	Entered on 09/29/2010 at 07:12:15 PDT (GMT-0700) by Charles Sholler: Resolved by Corporate Entered on 09/28/2010 at 15:47:04 PDT (GMT-0700) by elizabeth.carone@twcable.com: The issue has been resolved on its own. Entered on 09/28/2010 at 15:39:51 PDT (GMT-0700) by Charles Sholler: Opened a case with Corporate Telecom Case # 1334625 Entered on 09/24/2010 at 10:28:32 PDT (GMT-0700) by Jeff Adams: Assigned to Richard Kuhn which is the Witness support programmer here in LA. However, this ticket is for Witness in San Diego. San Diego has a corporate resource for that. Assigning this ticket to the LA service desk for routing to the appropriate corporate Witness support resource. Regards, JEFF ADAMS (E131323) Entered on 09/23/2010 at 13:52:01 PDT (GMT-0700) by Nicole Kitzman: Please assign to correct department. NAK Entered on 09/22/2010 at 12:38:09 PDT (GMT-0700) by Virginia Carone: Quality monitoring live monitoring is not allowing video. I have audio but at the bottom of the screen it says waiting for server.	Service Desk	General Questions/Other	Other
Ticket	9/22/2010	158825	Standard	Closed	STATIONS NOT CONFIGURED IN WITNESS	Richard Kuhn	E090166	Entered on 09/23/2010 at 12:24:39 PDT (GMT-0700) by gustavo.venzor@twcable.com:	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Sorry for any misunderstanding, Can you also check if stations 75579 - 75583 are added in witness.</p> <p>Gustavo Duran Venzor OTM Mentor/Lead COS 714-457-4477 gustavo.venzor@twcable.com<mailto:gustavo.venzor@twcable.com></p> <p>Go Green! Print this email only when necessary. Thank you for helping Time Warner Cable be environmentally responsible.</p> <p>Entered on 09/23/2010 at 09:29:25 PDT (GMT-0700) by Richard Kuhn:</p> <p>the 75578 workstation is already configured in the system</p> <p>75584 has been created</p> <p>Entered on 09/22/2010 at 13:55:59 PDT (GMT-0700) by Gustavo Duran Venzor:</p> <p>These stations need to be added to witness</p> <p>75578 -- 75584 PC Name LOSCSCCCCD755__</p>			
Ticket	9/22/2010	158945	Standard	Closed	SARF - Witness Viewer	Richard Kuhn	Sandy Levine	<p>Entered on 09/27/2010 at 15:17:27 PDT (GMT-0700) by Richard Kuhn:</p> <p>User access has been assigned to the Ontario viewer</p> <p>Entered on 09/22/2010 at 17:07:03 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by Aaron Watson to grant Alex Calle E088843 access to Witness Viewer</p>	Application Development	Witness	
Ticket	9/23/2010	159026	Standard	Closed	Quality Monitoring / Witness is not functioning properly. There is no video, also will not ring number specified.	Richard Kuhn	Charles Sholler	<p>Entered on 09/29/2010 at 20:27:53 PDT (GMT-0700) by Richard Kuhn:</p> <p>No response from customer in 48 hours</p> <p>Entered on 09/24/2010 at 09:25:26 PDT (GMT-0700) by Richard Kuhn:</p> <p>Please provide the following information for all the problematic workstations</p> <p>Agent Avaya ID</p>	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Workstation Phone Extention Workstation PC Name Workstation IP Address Entered on 09/23/2010 at 10:47:50 PDT (GMT-0700) by Nicole Kitzman: Please assign to the correct department. NAK Entered on 09/23/2010 at 09:51:00 PDT (GMT-0700) by Charles Sholler: Quality Monitoring / Witness is not functioning properly. There is no video, also will not ring number specified.			
Ticket	9/23/2010	159069	Standard	Closed	Need Witness system in Covello port mirrored	Hollis Frederick, Anthony Podue	Anthony Podue	Entered on 09/29/2010 at 00:07:22 PDT (GMT-0700) by Hollis Frederick: Span port completed. Mirrored port is on LOS-VNCC-0-4510-SW03 Gi1/15 Entered on 09/28/2010 at 13:38:09 PDT (GMT-0700) by Anthony Podue: Waiting on NetOps to create CR and perform mirroring. Entered on 09/24/2010 at 10:17:59 PDT (GMT-0700) by Hollis Frederick: Witness Server is on LOS-VNCC-0-4510-SW03 port Gi1/10. Tony will get back to me if the mirror port is still needed and also create an CM Entered on 09/23/2010 at 11:27:36 PDT (GMT-0700) by Anthony Podue: Witness interface IP address is 165.237.170.79	NetOps	Network	Network Latency
Ticket	9/23/2010	159121	Severe	Closed	Contact Store Issue	Anthony Carlson	E010988	Entered on 11/10/2010 at 09:07:31 PST (GMT-0800) by Anthony Carlson: Agents are now being recorded. Entered on 10/08/2010 at 08:01:38 PDT (GMT-0700) by Anthony Carlson: Corporate ticket opened #1341160 E145655 Miguel Guerrero Avaya log in -1873601 Workstation IP- 10.159.118.108 Workstation phone extension -1874086 Workstation PC name- SDG1N2E144185 Thomas Vazquez Avaya log in 1873593 Workstation IP 10.159.118.125 Workstation phone extension- 1874090 Workstation PC name- SDG1N6E145657 Eliseo Hernandez-Avaya log in 187359 Workstation IP- 10.159.120.230 Workstation phone extension - 1874161 Workstation PC name- SDG1X5	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Entered on 10/01/2010 at 15:15:46 PDT (GMT-0700) by Richard Kuhn:</p> <p>Please assign to the proper Resources to handle San Diego Witness issues.</p> <p>Entered on 10/01/2010 at 11:46:06 PDT (GMT-0700) by galavej.barwari@twcable.com:</p> <p>Here is the info;</p> <p>Miguel Guerrero Avaya log in -1873601 Workstation IP- 10.159.118.108 Workstation phone extension -1874086 Workstation PC name- SDG1N2</p> <p>Thomas Vazquez Avaya log in 1873593 Workstation IP 10.159.118.125 Workstation phone extension- 1874090 Workstation PC name- SDG1N6</p> <p>Eliseo Hernandez- Avaya log in 187359 Workstation IP- 10.159.120.230 Workstation phone extension -1874161 Workstation PC name- SDG1X5</p> <p>Galavej Barwari Quality Control Specialists-Phones iDVR Adminstrator Time Warner Cable-San Diego Work (858) 805-6876 e-mail: Galavej.Barwari@twcable.com</p> <p>Entered on 09/29/2010 at 20:07:19 PDT (GMT-0700) by Richard Kuhn:</p> <p>Please provide the following information for all the problematic workstations</p> <p>Agent Avaya ID Workstation Phone Extention Workstation PC Name Workstation IP Address</p> <p>Entered on 09/29/2010 at 12:20:28 PDT (GMT-0700) by Anthony Carlson:</p> <p>Reassigned to Applications Team. Two users are not being recorded in Contact Store.</p> <p>Entered on 09/27/2010 at 08:15:30 PDT (GMT-0700) by Nicole Kitzman:</p> <p>Please assign to correct team . NAK</p> <p>Entered on 09/23/2010 at 13:28:58 PDT (GMT-0700) by Galavej Barwari:</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Please take a look at the following agents call from 9/12/10 to 9/23/10. Their calls are not being fully recorded.</p> <p>Miguel Guerrero 1873601</p> <p>Thomas Vazquez 1873593</p> <p>We are only able to access their internal transfers call. I checked their calls from the 9/12/10 to 9/23/10 and it only shows their internal transfers call. Please take a look at the screen shot below.</p> <p>Please take a look at the following agents call from 9/12/10 to 9/23/10. Their calls are not being fully recorded.</p> <p>Miguel Guerrero 1873601</p> <p>Thomas Vazquez 1873593</p> <p>We are only able to access their internal transfers call. I checked their calls from the 9/12/10 to 9/23/10 and it only shows their internal transfers call. Please take a look at the screen shot below.</p>			
Ticket	9/23/2010	159154	Standard	Closed	Unable to access witness viewer	E142728	Alex Calle	<p>Entered on 09/23/2010 at 17:44:32 PDT (GMT-0700) by Ruben Navarro:</p> <p>Please complete a SARF to complete this request.</p> <p>http://www.twcable.com/LinkClick.aspx?fileticket=nTYciyvrt50%3d&tabid=44425&mid=56240</p> <p>Entered on 09/23/2010 at 14:36:53 PDT (GMT-0700) by Alex Calle:</p> <p>I not able to access the tool witness viewer, I need access to monitor/listen to calls. thanks</p>	Desktop Support	Software	Customer Care
Ticket	9/23/2010	159168	Standard	Closed	SARF - Witness Supervisor	Richard Kuhn	Sandy Levine	<p>Entered on 10/18/2010 at 14:33:37 PDT (GMT-0700) by Richard Kuhn:</p> <p>Assigned user to the Local Ontario viewer system and will send out an Email to the local QM team that manages users for the Ontario QM system</p> <p>For further updates please contact Jenny Miranda Octavio Gonzalez</p>	Service Desk	User Access Request	Witness

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category		
								<p>for QM support</p> <p>Entered on 09/30/2010 at 07:44:14 PDT (GMT-0700) by Richard Kuhn:</p> <p>Which systems is this for?</p> <p>Ontario Hollywood Van Nuys Colorado</p> <p>Entered on 09/29/2010 at 21:10:13 PDT (GMT-0700) by Stephen Arias:</p> <p>this is for both Quality Monitoring Viewer services</p> <p>Entered on 09/29/2010 at 20:12:33 PDT (GMT-0700) by Richard Kuhn:</p> <p>What Witness system was this sarf for?</p> <p>Workforce management? Quality Monitoring? Viewer services?</p> <p>Entered on 09/23/2010 at 15:05:12 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by Serge Suprun to grant Stephen Arias E064135 Witness supervisor access.</p>					
Ticket	9/24/2010	159265	Standard	Closed	Viewer will not retrieve audio	Steve Stiles	E102091	<p>Entered on 09/24/2010 at 09:51:37 PDT (GMT-0700) by Steve Stiles:</p> <p>Avaya viewer server issues - now resolved. Checked with Robin and confirmed all clear now.</p> <p>Entered on 09/24/2010 at 08:36:23 PDT (GMT-0700) by Robin LeMaster:</p> <p>Error 1336 Failed to get the audio from viewer. Error is on witness and viewer. port 1124DEX 74414</p>	Application Development	Witness	Witness QM		
Ticket	9/24/2010	159326	Standard	Closed	Reset witness password	E142728	E142728	Entered on 09/24/2010 at 10:45:23 PDT (GMT-0700) by Ruben Navarro:	Service Desk	General Questions/O	Other		

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Reset user's password for witness to "password". User verified password change.		ther	
Ticket	9/25/2010	159464	Standard	Closed	Witness - Live call monitoring -	Richard Kuhn, Charles Sholler	E105263	<p>Entered on 09/29/2010 at 07:10:28 PDT (GMT-0700) by Charles Sholler:</p> <p>Issue Resolved by Corporate</p> <p>Entered on 09/28/2010 at 15:36:13 PDT (GMT-0700) by Charles Sholler:</p> <p>Opened a case with Corporate Telecom Case # 1334625</p> <p>Entered on 09/27/2010 at 13:48:18 PDT (GMT-0700) by Richard Kuhn:</p> <p>This user is in San Diego</p> <p>Assigning to service desk to re-route and handle via Corporate.</p> <p>Entered on 09/27/2010 at 08:11:18 PDT (GMT-0700) by Nicole Kitzman:</p> <p>Please assign to the correct team. NAK</p> <p>Entered on 09/25/2010 at 09:55:32 PDT (GMT-0700) by Garrett Codd:</p> <p>The program Witness for live call monitoring is not responding to the request for calling my phone when I initiate a call so I can monitor audio, not just visual.</p>	Application Development	Witness	
Ticket	9/26/2010	159491	Standard	Closed	Falona Brown's phone.	Anthony Podue	E140183	<p>Entered on 11/01/2010 at 09:51:34 PDT (GMT-0700) by Anthony Podue:</p> <p>Installed IP phone temporarily until IP Agent is installed.</p> <p>Entered on 10/21/2010 at 07:25:52 PDT (GMT-0700) by Anthony Podue:</p> <p>Per Geovanni approval, replaced TDM phone with 4621 IP phone, awaiting feedback from agent.</p> <p>Entered on 10/12/2010 at 10:38:07 PDT (GMT-0700) by Anthony Podue:</p> <p>Awaiting for direction from Jim McMilken on how we will proceed.</p> <p>Entered on 10/06/2010 at 09:49:47 PDT (GMT-0700) by Anthony Podue:</p> <p>Reviewing data</p> <p>Entered on 10/04/2010 at 14:39:20 PDT (GMT-0700) by Anthony Podue:</p>	Telecom	Trouble	Avaya IP Agent

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Had NetOps mirror the Witness port SW01-G1-14, sniffer captures revealed high level of jitter coming from Witness. Spoke with Varint Support Engineer who indicated that there was a patch for this issue. However, they do not hold the maintenance contract for that site, Avaya does. Opened a ticket with avaya 16025007.</p> <p>Entered on 09/28/2010 at 13:37:05 PDT (GMT-0700) by Anthony Podue:</p> <p>Testing</p> <p>Entered on 09/28/2010 at 11:12:10 PDT (GMT-0700) by Anthony Podue:</p> <p>Testing for, see excess jitter on all calls at times throughout three call center. Requesting mirrored port in Witness to attempt to identify the source of the jitter, which can cause echo.</p> <p>Entered on 09/26/2010 at 12:52:18 PDT (GMT-0700) by Raidel Alba:</p> <p>Extension number is 32849</p> <p>Entered on 09/26/2010 at 12:51:30 PDT (GMT-0700) by Raidel Alba:</p> <p>Phone on agent's desk is inoperative at times. Agent hears an echo of her voice and is unable to help customers.</p>			
Ticket	9/27/2010	159794	Standard	Closed	SARF - Witness Viewer	Richard Kuhn	Sandy Levine	<p>Entered on 09/29/2010 at 20:20:43 PDT (GMT-0700) by Richard Kuhn:</p> <p>User access has been assigned</p> <p>Entered on 09/27/2010 at 16:35:25 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by Aaron Watson to grant Alex Calle E088843 Witness viewer access.</p>	Application Development	Witness	
Ticket	9/28/2010	160023	Standard	Closed	SARF - Witness admin	Richard Kuhn	Sandy Levine	<p>Entered on 10/01/2010 at 15:34:13 PDT (GMT-0700) by Richard Kuhn:</p> <p>User already has IT Helpdesk access</p> <p>Username = E140242</p> <p>Password = password</p> <p>(you will need to reset the password on each machine on first login)</p> <p>Colorado</p> <p>http://loscscrbdrsql:8285/qm</p> <p>Hollywood</p> <p>http://loshoccerec01:8285/qm</p>	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Ontario http://losonccbdr01:8285/qm</p> <p>Van Nuys http://losvnccbdr01:8285/qm</p> <p>Entered on 09/30/2010 at 15:25:36 PDT (GMT-0700) by Tanisha Walker: password reset capability in quality monitoring</p> <p>Entered on 09/29/2010 at 20:17:13 PDT (GMT-0700) by Richard Kuhn: What system is this sarf for? Avaya Viewer? Workforce management? Quality Monitoring?</p> <p>Entered on 09/28/2010 at 13:59:18 PDT (GMT-0700) by Sandy Levine: Received SARF signed by James Mansell grant John Freed E140242 Witness admin access. IT Service Desk</p>			
Ticket	9/29/2010	160192	Standard	Closed	I'm unable to see Chris Madison Screen when I listen to Live Monitoring calls.	Charles Sholler	E066792	<p>Entered on 10/11/2010 at 11:41:43 PDT (GMT-0700) by Charles Sholler: Installed Screen Pop software.</p> <p>Entered on 10/05/2010 at 10:29:54 PDT (GMT-0700) by Charles Sholler: Corporate Case # 1338729</p> <p>Entered on 09/29/2010 at 15:41:44 PDT (GMT-0700) by James Mansell: This is a single user issue. Please make sure the appropriate witness software is installed on the agents PC. If it is, this case should be referred to the Witness Admin, i think that's either QA or Corp.</p> <p>Entered on 09/29/2010 at 14:38:11 PDT (GMT-0700) by Jeff Adams: Assigning to Service Desk for re-assignment to appropriate support staff member so RD</p>	Desktop Support	Software	Customer Care

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>troubleshooting may be facilitated.</p> <p>Regards, Jeff Adams (E131323)</p> <p>Entered on 09/29/2010 at 09:46:33 PDT (GMT-0700) by Anna Lara:</p> <p>I'm unable to see Chris Madison Screen when I'm using Impact 360 Quality Monitoring. I'm able to listen to his calls but not see the screen. He EID # 1874642</p>			
Ticket	9/29/2010	160253	Standard	Closed	I am unable to see the screen for Dwane Chung when I use the Impact 360 Live Monitoring	Charles Sholler	E066792	<p>Entered on 10/06/2010 at 11:04:08 PDT (GMT-0700) by Charles Sholler:</p> <p>Corporate resolved.</p> <p>Entered on 10/05/2010 at 10:37:54 PDT (GMT-0700) by Charles Sholler:</p> <p>Corporate Case # 1338729</p> <p>Entered on 09/29/2010 at 20:09:41 PDT (GMT-0700) by Richard Kuhn:</p> <p>Please assign to corporate witness team as this is in San Diego</p> <p>Entered on 09/29/2010 at 11:38:07 PDT (GMT-0700) by Anna Lara:</p> <p>I am unable to see the screen for Dwane Chung when I use the Impact 360 Live Monitoring when he is working from home only. Dwane IED # 1873083 I could only see the screen when he comes in and works here in the office.</p>	Network Services	Monitoring	Add
Ticket	10/1/2010	160775	Standard	Closed	Witness not working	Steve Stiles	E090449	<p>Entered on 10/04/2010 at 14:57:59 PDT (GMT-0700) by Steve Stiles:</p> <p>TT Mrs. King and Witness now working ok; no indication of what the problem was, but if it recurs, please let us know and we'll check again.</p> <p>Thanks</p> <p>Steve</p> <p>Entered on 10/04/2010 at 07:14:10 PDT (GMT-0700) by Steve Stiles:</p> <p>Remotely connected to system - able to log in to Witness and see / hear recorded calls for Team King.</p> <p>IE - v7 - ok</p> <p>Java 1.5.0_15 - ok</p> <p>Disabled Java auto-update</p>	Desktop Support	Software	Other

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>WCB when supervisor in to get specific info on what is not working / what calls she cannot see/hear.</p> <p>Steve</p> <p>Entered on 10/01/2010 at 15:14:23 PDT (GMT-0700) by Richard Kuhn:</p> <p>Assigning to local Desktop to troubleshoot local machine first. If unsuccessful please provide the following</p> <p>Agent Avaya ID Workstation Phone Extention Workstation PC Name Workstation IP Address</p> <p>Entered on 10/01/2010 at 11:12:53 PDT (GMT-0700) by E090449:</p> <p>unable to access witness for recordings.</p>			
Ticket	10/4/2010	161058	Standard	Closed	Witness issues, No audio on any live monitoring calls.	Charles Sholler	E031321	<p>Entered on 10/14/2010 at 11:47:39 PDT (GMT-0700) by Charles Sholler:</p> <p>Intermitant issue, resolved.</p> <p>Entered on 10/07/2010 at 19:38:26 PDT (GMT-0700) by Richard Kuhn:</p> <p>Service desk, Please direct this ticket to the resource handling San Diego Witness issues Thanks</p> <p>Entered on 10/04/2010 at 10:39:32 PDT (GMT-0700) by Gladys Maribel Ramirez:</p> <p>Trying to use Witness from desk phone but unable to listen to calls.</p>	System Services	General Support	Monitoring
Ticket	10/4/2010	161076	Standard	Closed	witness QA not loading	Mario Polanco	E045902	<p>Entered on 10/19/2010 at 15:35:42 PDT (GMT-0700) by Mario Polanco:</p> <p>Alex solved issue.</p> <p>Entered on 10/04/2010 at 11:39:47 PDT (GMT-0700) by Alejandro Leyva:</p> <p>witness QA not loading. error is "the attempt to load the applet failed. you might need to install the supervisor package. pleasce contact system administrator.</p>	Desktop Support	Software	Customer Care
Ticket	10/6/2010	161565	Standard	Closed	Witness - Live call	Richard Kuhn,	E105263	Entered on 10/11/2010 at 12:58:13 PDT (GMT-0700) by Charles Sholler:	Application	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
					monitoring -	Charles Sholler		<p>resolved</p> <p>Entered on 10/08/2010 at 15:32:47 PDT (GMT-0700) by Charles Sholler:</p> <p>Everything was fine up until Wednesday, then at first it was not calling my phone, then it would intermittently and most recent it is erroring out in the middle of monitoring.</p> <p>Entered on 10/07/2010 at 19:37:03 PDT (GMT-0700) by Richard Kuhn:</p> <p>Service Desk, Please direct this ticket to the resource handling San Diego Witness issues.</p> <p>Thank you</p> <p>Entered on 10/06/2010 at 08:43:13 PDT (GMT-0700) by Garrett Codd:</p> <p>The program Witness for live call monitoring is not responding to the request for calling my phone when I initiate a call so I can monitor audio, not just visual. I understood the previous ticket for this to be resolved since another Superv was having similar issues that he stopped having. I have now confirmed that mine alone appears to be the only one not working.</p>	Development		
Ticket	10/6/2010	161676	Standard	Closed	Witness not working for me	Charles Sholler	E011136	<p>Entered on 10/19/2010 at 11:14:33 PDT (GMT-0700) by Charles Sholler:</p> <p>Updated Java version.</p> <p>Entered on 10/06/2010 at 12:02:36 PDT (GMT-0700) by Barbara Garcia-McKeel:</p> <p>I can log in to Witness without issues but when I try to listen in on a call I receive an error message see attachment.</p>	Desktop Support	Software	Customer Care
Ticket	10/6/2010	161696	Standard	Closed	needs witness password reset	Larone Thompson	Larone Thompson	<p>Entered on 10/06/2010 at 12:52:53 PDT (GMT-0700) by Larone Thompson:</p> <p>needs witness password reset</p> <p>complete</p>	System Services	Application Support	
Ticket	10/9/2010	162336	Standard	Closed	Swap monitors	Ernesto Hernandez	E024106	<p>Entered on 10/13/2010 at 14:20:16 PDT (GMT-0700) by Ernesto Hernandez:</p> <p>Monitor had to be replaced due to sup, not able to view both of them under Witness. Swapped two 20"s wide screen for two 20"s regular.</p>	CR - IT USE ONLY	Desktop Support	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 10/09/2010 at 14:54:23 PDT (GMT-0700) by Michael Cunanan Elmido: can i please to swap monitors with my co-worker.			
Ticket	10/11/2010	162381	Standard	Closed	QA COS agent's computer logs down when she pulls call in witness to listen to	Michael Allen2	E091058	Entered on 10/11/2010 at 16:18:07 PDT (GMT-0700) by Michael Allen2: 2nd time in 2 weeks this PC is having the same issue... last time corrupt profile... Reimaged PC, built for QA... Set back up for Silke, Closed ticket. Entered on 10/11/2010 at 08:40:48 PDT (GMT-0700) by Diane Weissenfluh: Silke Hayslett's computer logs off when she pulls witness to listen to calls.	Desktop Support	Software	
Ticket	10/11/2010	162474	Standard	Closed	SARF - Witness Viewer	Richard Kuhn	Sandy Levine	Entered on 10/11/2010 at 15:11:41 PDT (GMT-0700) by Richard Kuhn: User access has been assigned Entered on 10/11/2010 at 12:00:49 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Maria DeSantiago to grant Genadiy Suprun E092972 Witness viewer access.	Application Development	Witness	
Ticket	10/11/2010	162494	Standard	Closed	Witness Error 1144 and 1263	Andre Mora	E053318	Entered on 10/11/2010 at 14:59:47 PDT (GMT-0700) by Andre Mora: Called into the SD to say issue has been resolved. Entered on 10/11/2010 at 14:45:54 PDT (GMT-0700) by Richard Kuhn: I am unable to replicate this issue When I attempt to view contacts on the Van Nuys QM system I have no issues playing back the contacts. can you provide examples as to which calls you are getting this error on? IE: What bucket the contact can be found in and some identifiers for the contact so I can see if I can replicate the errors. Thanks Entered on 10/11/2010 at 12:43:25 PDT (GMT-0700) by Jenny Miranda: Culver City Witness server is giving a Search and Replay error message 1144 and 1263. A ticket with verint has been submitted. That ticket # is 3844449. Verint needs access to the Culver City Witness server to troubleshoot and can be	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								contacted at 1-800-494-8637.			
Ticket	10/11/2010	162501	Standard	Closed	Witness is down error message ERR- 1144	Application Development	E092644	Entered on 10/11/2010 at 13:04:47 PDT (GMT-0700) by Elizabeth Long: When accessing a call in witness error message ERR-1144 shows up for every call.	Application Development	Witness	Witness QM
Ticket	10/11/2010	162504	Severe	Closed	Witness is down error message ERR- 1144	Richard Kuhn	E092644	Entered on 10/11/2010 at 14:39:42 PDT (GMT-0700) by elizabeth.long@twcable.com: This would be for Hollywood, but Witness is now working. Thank you. Entered on 10/11/2010 at 14:33:32 PDT (GMT-0700) by Richard Kuhn: What system is this problem on? Colorado Springs Hollywood Van Nuys Ontario? Entered on 10/11/2010 at 13:08:33 PDT (GMT-0700) by Elizabeth Long: Every call in witness is displaying error code ERR- 1144. I'm not able to review any calls.	Application Development	Witness	Witness QM
Ticket	10/11/2010	162577	Standard	Closed	Witness Recordings - Call Center Only	Richard Kuhn	Melissa Tucker	Entered on 10/20/2010 at 14:50:05 PDT (GMT-0700) by Richard Kuhn: The related call files have been delivered as per the instructions provided to me. Entered on 10/12/2010 at 11:17:59 PDT (GMT-0700) by Richard Kuhn: Brian sickles is trying to determine a method to accomplish this. Entered on 10/11/2010 at 16:14:51 PDT (GMT-0700) by Melissa Tucker: Export 500 Witness recordings (any format .wav, .vox, mp3, etc.) for call centers only for a third party vendor.	Application Development	Witness	
Ticket	10/11/2010	162624	Standard	Closed	SARF - Witness Viewer	Richard Kuhn	Sandy Levine	Entered on 10/18/2010 at 13:28:21 PDT (GMT-0700) by Richard Kuhn: User access has been assigned Entered on 10/11/2010 at 17:30:52 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Jana McEachin to grant Cartier Condon E136295 access to Witness viewer.	Application Development	Witness	
Ticket	10/12/2010	162703	Standard	Closed	Screen capture in Witness	Patricia Reese2	E127899	Entered on 11/02/2010 at 09:38:45 PDT (GMT-0700) by Patricia Reese2:	Application	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category		
	0				QM not working on several agents			<p>Lorraine is now being captured.</p> <p>Entered on 10/29/2010 at 17:49:41 PDT (GMT-0700) by Patricia Reese2:</p> <p>sent email to Amanda to check to see if this pc is caputuring now.</p> <p>Entered on 10/14/2010 at 13:53:10 PDT (GMT-0700) by Richard Kuhn:</p> <p>Assigning to local desktop support to troubleshoot localized problems as no server related issues have been identified.</p> <p>Entered on 10/13/2010 at 16:01:03 PDT (GMT-0700) by amanda.thomason@twcable.com:</p> <p>Name Location Avaya Login Ext. PC Name IP Address Lorraine Daniels Anaheim 88259 68921 LOSANPCTOD68921 10.88.18.193 LaNette Butler</p>			Development		

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Ontario 54020 53065 LOSONPCDID53065 10.88.26.251 Amani Purcell Ontario 52260 53422 LOSONPCDID53422 10.88.26.168 Estella Garcia Ontario 52225 53080 LOSONPCDID53080 10.88.26.195 David Paddison Orange 88213 34261 LOSORPCDID34261 165.237.119.78			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								German Godinez Orange 88936 34248 LOSORPCDID34248 165.237.119.76 Isaac Noa Orange 88226 34252 LOSORPCDID34243 165.237.119.83 Julissa Echeverria Orange 88202 34207 LOSORPCDID34207 165.237.119.23 Thanks, Amanda From: IT Service Desk [mailto: los.it.ticket@twcable.com] Sent: Tuesday, October 12, 2010 11:16 AM To: Thomason, Amanda Subject: Screen capture in Witness QM not working on several agents ISSUE=162703			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category			
								<p>PROJ=2</p> <p>[Duplicate message snipped]</p> <p>Entered on 10/12/2010 at 11:16:37 PDT (GMT-0700) by Richard Kuhn:</p> <p>Please provide the following information for all the problematic workstations</p> <p>Agent Avaya ID Workstation Phone Extention Workstation PC Name Workstation IP Address</p> <p>Entered on 10/12/2010 at 09:04:23 PDT (GMT-0700) by Amanda Thomason:</p> <p>As of 10/8 screen capture is no longer working for several agents at 3 different sites.... Anaheim - DNO: Lorraine Daniels. Ontario - Dispatch : LaNette Butler, Amani Purcell, Estella Garcia. Orange - Dispatch: David Paddison, German Godinez, Isaa Noa.</p>						
Ticket	10/12/2010	162901	Standard	Closed	Witness error code.	Charles Sholler	E105263	<p>Entered on 11/12/2010 at 15:40:13 PST (GMT-0800) by Charles Sholler:</p> <p>Uninstalled and re-installed Java</p> <p>Entered on 10/21/2010 at 15:33:38 PDT (GMT-0700) by Charles Sholler:</p> <p>Awaiting corporate ticket</p> <p>Entered on 10/12/2010 at 15:46:11 PDT (GMT-0700) by Garrett Codd:</p> <p>I have received this attached error several times over the last couple hours. I am unable to effectively use Witness.</p>	System Services	General Support	Monitoring			
Ticket	10/14/2010	163677	Standard	Closed	Witness not capturing visual portion of desktop	Richard Kuhn	Rod Biejo	<p>Entered on 10/18/2010 at 13:58:33 PDT (GMT-0700) by Richard Kuhn:</p> <p>These two extensions have been migrated to the workstation provided.</p> <p>Entered on 10/15/2010 at 09:48:13 PDT (GMT-0700) by Jesse Gonzalez:</p> <p>Witness is fine on both computers, issue might be with the users being on the test group for IP7 and their assigned ext does not match computer name. Here are their computer names: 56002 - LOSHOCCCCD31038 56004 - LOSHOCCCCD31032</p>	Application Development	Witness				

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 10/14/2010 at 08:46:35 PDT (GMT-0700) by Rod Biejo: 2 users desktops are not recording visuals ext 56002 ext 56004			
Ticket	10/14/2010	163857	Standard	Closed	WITNESS ONLY SHOWING 1 SCREEN	Michael Allen2	E090371	Entered on 10/18/2010 at 13:08:38 PDT (GMT-0700) by Michael Allen2: Added the DWORD for dual monitors in the registry... confirmed setting was set correctly, closed ticket. Entered on 10/14/2010 at 14:01:18 PDT (GMT-0700) by Tamesha Holman: Silke Hayslett, indicating that witness was only showing one screen for FLOYD ANCHETA, please see below on the conversation script. Your assistance in this matter is greatly appreciated. This is Floyd's information;: User ID: E089893, PC: LOSCSCCCCD77598, Ext: 77598, Port: 1126D	System Services	Application Support	
Ticket	10/15/2010	164146	Standard	Closed	issue with Nice application	Service Desk. Individual Users: James Mansell	Asem Alomari	Entered on 10/18/2010 at 12:34:29 PDT (GMT-0700) by James Mansell: We haven't used NICE is 3+ years. If this company needs assistance with Witness their TWC contact should reach out to QA Entered on 10/15/2010 at 11:44:13 PDT (GMT-0700) by Asem Alomari: no calls come up when agents search for calls in NICE application	Desktop Support	Software	
Ticket	10/15/2010	164259	Standard	Closed	BPA cannot view the language type on the calls being recorded for Garden Grove	Richard Kuhn	Pamela Crawford	Entered on 11/16/2010 at 14:04:32 PST (GMT-0800) by Richard Kuhn: With the Cutover to ETS all users have been migrated to a new witness platform. This ticket was in regards to the legacy systems and is no longer valid. Please open a new ticket for any issues you find on the new Witness platform. Entered on 10/18/2010 at 12:32:20 PDT (GMT-0700) by James Mansell: Service Desk doesn't support these issues. If Richard doesn't resolve this then QA should work with Verint. Entered on 10/15/2010 at 16:04:10 PDT (GMT-0700) by Pamela Crawford: BPA cannot view the language type on the calls being recorded for Garden Grove and they view their calls through Avaya contact store and we just confirmed they do have	Desktop Support	Software	Customer Care

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								access for Van Nuys and Culver City.			
Ticket	10/15/2010	164286	Standard	Closed	E092690- Please downgrade Mike Rich to Internet explorer version 7 so that he can access QM Witness viewer	Jesse Gonzalez	E093007	Entered on 10/19/2010 at 07:15:24 PDT (GMT-0700) by Jesse Gonzalez: Downgraded to IE7 Entered on 10/15/2010 at 16:46:43 PDT (GMT-0700) by Stephanie Thompson-Noria: E092690- Please downgrade Mike Rich to Internet explorer version 7 so that he can access QM Witness viewer	Application Development	Witness	Witness QM
Ticket	10/15/2010	164297	Standard	Closed	SARF - Witness Viewer	Richard Kuhn	Sandy Levine	Entered on 10/18/2010 at 14:11:39 PDT (GMT-0700) by Richard Kuhn: User access has been assigned Entered on 10/15/2010 at 17:01:40 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Aaron Watson to grant Chris Barnes Witness viewer access for Chris Barnes E148401.	Application Development	Witness	
Ticket	10/18/2010	164567	Standard	Closed	Witness system not recording calls for Charise Taylor	Richard Kuhn	E091573	Entered on 10/18/2010 at 14:26:50 PDT (GMT-0700) by Richard Kuhn: The phone wasnt assigned to the workstation It was tying in 56003 extension from IP7 testing Switched this workspace back to the hardphone extension. This should solve the issue Entered on 10/18/2010 at 14:06:23 PDT (GMT-0700) by Jesse Gonzalez: Verified witness client is ok on users end. Workstation Phone Extention: 31089 Workstation PC Name: LOSHOCCCCD31089 Workstation IP Address: 10.88.33.127 Entered on 10/18/2010 at 12:50:36 PDT (GMT-0700) by Richard Kuhn: Please provide the following information for all the problematic workstations Workstation Phone Extention Workstation PC Name	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Workstation IP Address Entered on 10/18/2010 at 11:32:51 PDT (GMT-0700) by Esperanza Davalos: No calls are being recorded in witness system Agent: Charise Taylor Avaya: 39204 Supervisor: Denise Lopez			
Ticket	10/18/2010	164649	Standard	Closed	Witness not capturing second screen	Jesse Gonzalez	E092644	Entered on 10/27/2010 at 09:06:13 PDT (GMT-0700) by Jesse Gonzalez: Re-imaged computer and verified registry key. Entered on 10/26/2010 at 13:51:12 PDT (GMT-0700) by Richard Kuhn: I tried unsuccessfully to troubleshoot this remotley. Please check the following for this machine. The following registry key needs to be set as shown [HKEY_LOCAL_MACHINE\SOFTWARE\Witness Systems\eQuality Agent\Capture\CurrentVersion] "DualMonitor"=dword:00000001 The start bar has to be in the lower left hand side of Monitor 1 Monitor 1 has to be the left most monitor Monitor 2 has to be to the right side the Dual Monitor settings have to be "Extended" between monitors not Stretched. If all of these check out then please reimage the server after ensuring these settings are valid on your image. There is no troubleshooting that can be performed server side for this issue. Entered on 10/21/2010 at 07:36:10 PDT (GMT-0700) by Jesse Gonzalez: Check station, operating normally: Workstation Phone Extention-31232 Workstation PC Name-LOSHOCCCCD31232 Workstation IP Address-10.88.33.201	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Entered on 10/20/2010 at 14:46:14 PDT (GMT-0700) by Richard Kuhn:</p> <p>Can you check the local machine.</p> <p>This issue is typically a local setup configuration problem.</p> <p>If you find no issue can you provide the following data and change it back to Open status</p> <p>Workstation Phone Extention Workstation PC Name Workstation IP Address</p> <p>Entered on 10/18/2010 at 13:40:09 PDT (GMT-0700) by Elizabeth Long:</p> <p>Witness is not capturing second screen for agent: Rodney Newton (E092476) avaya#:39155 supervisor: Ronnie LeFlore</p>			
Ticket	10/18/2010	164723	Standard	Closed	SARF - Witness Viewer	Richard Kuhn	Sandy Levine	<p>Entered on 10/20/2010 at 14:58:29 PDT (GMT-0700) by Richard Kuhn:</p> <p>User access has been assigned</p> <p>Entered on 10/18/2010 at 15:43:00 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by Jana Mc Eachin to grant Heather Waite E080124 access to Witness Viewer.</p>	Application Development	Witness	
Ticket	10/19/2010	165006	Standard	Closed	NO SCREEN SHOT ON WITNESS	Michael Allen2, Tai Do	E120234	<p>Entered on 10/21/2010 at 08:39:38 PDT (GMT-0700) by Michael Allen2:</p> <p>DNS record corrected, only seeing this workstation listed one time now... Witness should no longer have any issues recording video.</p> <p>Emailed Eddie that if the problem is not resolved to open another ticket and include the following information.</p> <p>Network jack number from under the desk PC name Phn Ext Agent's EID Agent's Avaya phone login</p> <p>Closed ticket</p>	System Services	General Support	Monitoring

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Entered on 10/20/2010 at 18:12:01 PDT (GMT-0700) by Tai Do:</p> <p>Corrected DNS Host(A) record of loscscccc7748 from 10.88.4.96 to 10.88.82.93.Let me know if user still has issue with Witness video recording.</p> <p>Entered on 10/20/2010 at 17:27:14 PDT (GMT-0700) by Michael Allen2:</p> <p>Below is what I think is the root cause for this Witness issue. Can you take a look at the DNS record?</p> <pre>C:\dsquery computer -name LOSCSCCCD77487"CN=LOSCSCCCD77487,OU=Colorado Springs,OU=North Region,OU=Computers,OU=LA County,OU=TWC Divisions,DC=corp,DC=twcable,DC=com" C:\Documents and Settings\Administrator>nslookup loscscccc77487Server: onccorpdc11.corp.twcable.comAddress: 10.88.48.40 Name: loscscccc77487.los.twcable.comAddress: 10.88.4.96 C:\Documents and Settings\Administrator>nslookup 10.88.82.93Server: onccorpdc11.corp.twcable.comAddress: 10.88.48.40 Name: loscscccc77487.corp.twcable.comAddress: 10.88.82.93 Thanks!</pre> <p>Entered on 10/19/2010 at 13:45:13 PDT (GMT-0700) by Edward Cousins:</p> <pre>ip 10.88.82.93 port 2232v phone ext 77487 rep has audio but no video on scored calls in witness</pre>			
Ticket	10/19/2010	165012	Standard	Closed	no screen shot on witness	Unassigned	E120234	<p>Entered on 10/20/2010 at 16:54:50 PDT (GMT-0700) by Michael Allen2:</p> <p>duplicate ticket</p> <p>Entered on 10/19/2010 at 13:55:57 PDT (GMT-0700) by Edward Cousins:</p> <p>has audio but no video in witness monitoring</p> <pre>ip 10.88.82.56 port 2232v</pre>	System Services	General Support	Monitoring
Ticket	10/21/2010	165479	Standard	Closed	Witness Issues - not recording calls	Richard Kuhn	E090574	<p>Entered on 11/23/2010 at 12:36:54 PST (GMT-0800) by Richard Kuhn:</p> <p>Due to the migration to the new systems this ticket is no longer valid.</p> <p>If similar issues still persist please open a new ticket with corporate support</p>	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 10/21/2010 at 08:45:53 PDT (GMT-0700) by Jana McEachin: Calls in witness viewer not being captured. Witness audio distorted. Witness video not being captured Witness will not record audio from live monitoring			
Ticket	10/21/2010	165617	Standard	Closed	SARF - Witness Viewer	Richard Kuhn	Sandy Levine	Entered on 10/26/2010 at 15:29:10 PDT (GMT-0700) by Richard Kuhn: User access has been assigned Entered on 10/21/2010 at 12:10:47 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Jana McEachin to grant Heather Waite E080124 Witness VIEWER access. QA supervisor Diane Weissenfluf will grant access to Witness QA supervisor	Application Development	Witness	
Ticket	10/21/2010	165623	Severe	Closed	2 Programs Unable To Access	Michael Mengler	E102528	Entered on 10/22/2010 at 15:45:10 PDT (GMT-0700) by Michael Mengler: Ran both witness and contactstore under admin to download plug ins. Still having an issue monitoring agents. Entered on 10/21/2010 at 12:31:25 PDT (GMT-0700) by Amy Kridler: The following Programs are not working and I am unable to pull calls. I use these programs daily and neither one is working. ContactStore and Witness. Can someone please fix this issue? Thank you, Amy	System Services	System Networking	Routing
Ticket	10/21/2010	165691	Standard	Closed	Witness calls for Gary Samson in COS (090843) all going to unassigned folder.	Michael Allen2	E091058	Entered on 10/22/2010 at 12:22:36 PDT (GMT-0700) by Michael Allen2: Confirmed that call from 10/21 (20101021V7007614) is working fine with video. Closed ticket. Entered on 10/22/2010 at 12:18:38 PDT (GMT-0700) by Michael Allen2: Verified PC name and phone extension match at the workstation (loscscacd77208 / Ext	Desktop Support	Software	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>77208). Went through all the Witness settings and registry settings/modifications - all check out fine.</p> <p>Confirmed Gary's Avaya ID - 79075</p> <p>In Witness, Gary Sampson is now listed under Robin LeMaster... Tele-77208 loscscccd77208 is assigned to TWCColoradoSprings workspace loscscccd77208 is in the workstation table with the data connection to loscsccerec</p> <p>No problems found...</p> <p>Will check the recorded calls Monday and verify everything is working fine now.</p> <p>Entered on 10/21/2010 at 14:40:56 PDT (GMT-0700) by Diane Weissenfluh:</p> <p>Calls are not being caputured in Robin LeMaster's folder for Gary Samson. All are going to unassigned folder with no video. Avaya confirmed.</p>			
Ticket	10/21/2010	165750	Standard	Closed	SARF - Witness Viewer	Richard Kuhn	Sandy Levine	<p>Entered on 10/26/2010 at 15:29:38 PDT (GMT-0700) by Richard Kuhn:</p> <p>User access has been assigned</p> <p>Entered on 10/21/2010 at 16:08:19 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by Jana McEachin to grant Connie Lanford E077031access to Witness Viewer.</p>	Application Development	Witness	
Ticket	10/22/2010	165832	Standard	Closed	Cannot add new hires to witness in COS receive error message below	Richard Kuhn	E091058	<p>Entered on 10/26/2010 at 14:35:29 PDT (GMT-0700) by diane.weissenfluh@twcable.com:</p> <p>Please close.</p> <p>Diane Weissenfluh Quality Assurance Supervisor Colorado Springs Call Center Time Warner Cable (719) 457-4432</p>	System Services	General Support	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Diane.Weissenfluh@twcable.com Entered on 10/26/2010 at 14:21:54 PDT (GMT-0700) by Richard Kuhn: Can you provide a list of the IDs that are throwing this error Entered on 10/22/2010 at 08:09:03 PDT (GMT-0700) by Diane Weissenfluh: Cannot add new hires to witness. Receive error message. Avayas confirmed. Not in use by anyone else. Error 1055 -an ID entered on the AGent ID tab is already assigned to another user for this system device. Provide a unique Agent ID for the device, then try saving the user again.			
Ticket	10/22/2010	165908	Severe	Closed	Unable to Use Witness and Or ContactStore	Deskside Services San Diego	E102528	Entered on 01/20/2011 at 15:03:58 PST (GMT-0800) by Michael Mengler: No agent info closing ticket. Entered on 11/05/2010 at 09:04:37 PDT (GMT-0700) by Anthony Carlson: Waiting for agent info. Entered on 11/03/2010 at 10:25:15 PDT (GMT-0700) by James Mansell: Team, If this is a global outage please have Amy report it to Corp at 888-411-5550. If this is a single issue that is just affecting her, please troubleshoot normally and open a corp ticket if you need their expertise. Thanks, James Entered on 10/26/2010 at 13:30:04 PDT (GMT-0700) by Richard Kuhn: Please assign to whom ever handles witness issue within San Diego. THanks Entered on 10/22/2010 at 11:03:34 PDT (GMT-0700) by Amy Kridler: Unable to use witness or Contact Store. attached error in witness	Desktop Support	Software	Customer Care

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
Ticket	10/22/2010	165996	Standard	Closed	SARF - Witness QA	Sandy Levine	Sandy Levine	<p>Entered on 10/27/2010 at 09:34:50 PDT (GMT-0700) by triny.hernandez@twcable.com:</p> <p>Still need assistance accessing Witness, do I need to download the Application? A little guidance would be appreciated since I've never used Witness.</p> <p>Please advice.</p> <p>Thank you,</p> <p>Triny Hernandez Time Warner Cable LA South Sales/PLG Administrator (714) 414-1454 Triny.hernandez@twcable.com</p> <p>Entered on 10/25/2010 at 10:54:36 PDT (GMT-0700) by Sandy Levine:</p> <p>Access has been granted.</p> <p>Login ID: EID Password: password – then system will prompt to change.</p> <p>Link: http://losonccbdr01:8285/qm</p> <p>User will need to have IE7 and java 1.5.14</p> <p>Entered on 10/22/2010 at 15:20:11 PDT (GMT-0700) by Sandy Levine:</p> <p>Received SARF signed by Sue Otto.</p> <p>Sent email to Octavio Gonzalez to get access.</p>	Service Desk	User Access Request	Witness
Ticket	10/23/2010	166066	Standard	Closed	My impact 360 is not updating my time.	Application Development: Richard Kuhn	E129146	<p>Entered on 10/28/2010 at 10:22:19 PDT (GMT-0700) by Richard Kuhn:</p> <p>This issue is in relation to Global Outage 167087 and has been resolved Please refer to the aforementioned ticket for details</p> <p>Entered on 10/26/2010 at 14:18:01 PDT (GMT-0700) by Richard Kuhn:</p> <p>When i view your data in impact 360 it is reflecting accurately real time. Can you clarify the issue?</p> <p>I attached a screen shot of what I see</p>	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 10/23/2010 at 11:46:21 PDT (GMT-0700) by Edward Kondo Grissom: My time is not updating when I take my breaks, lunch, etc....			
Ticket	10/25/2010	166394	Severe	Closed	AAD doesn't load on my computer.	Jesse Gonzalez	E141112	Entered on 10/27/2010 at 12:40:20 PDT (GMT-0700) by cheryl.fishbon@twcable.com: AAD still not self loading on my computer. Can you please reapply it. Thanks in advance, Cheryl Fishbon 323-993-8147 x31182 Entered on 10/27/2010 at 07:15:20 PDT (GMT-0700) by Jesse Gonzalez: Re-installed AAD, cleared java cache & updated java policy. Locked Monitor resolution, user was running too high a resolution. Adjusted resolution to comply with Witness. Entered on 10/26/2010 at 17:57:35 PDT (GMT-0700) by Cheryl Fishbon: my extension is x31182 Entered on 10/25/2010 at 18:44:08 PDT (GMT-0700) by Cheryl Fishbon: Since AAD was down last week I have had to imput the phone #'s on AAD to process. Can you please help me have AAD come up automatically when the call comes in. This is really very time consuming and inefficient. thanks in advance, Cheryl Fishbon	Desktop Support	Software	
Ticket	10/26/2010	166523	Standard	Closed	Her supervisor is not able to track phone activity and calls are not being recorded, in impact 360.	Richard Kuhn	Fernando Valdivia	Entered on 10/28/2010 at 10:21:17 PDT (GMT-0700) by Richard Kuhn: This was in relation to global ticket 167087 and has been resolved Please refer to the aforementioned ticket for details. Entered on 10/27/2010 at 05:07:06 PDT (GMT-0700) by Rod Rodriguez: Witness issue. Re-assigning to Application Development. Entered on 10/26/2010 at 10:27:16 PDT (GMT-0700) by Fernando Valdivia:	Telecom	Trouble	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								She is at extension: 31003 her login is 39319. Her supervisor is not able to track phone activity and calls are not being recorded, in impact 360. Avaya CMS shows that she is logged in but Impact360 does not.			
Ticket	10/26/2010	166555	Standard	Closed	Jacqlyn Hijar is not being recorded in witness	Richard Kuhn	E091573	<p>Entered on 11/16/2010 at 14:04:53 PST (GMT-0800) by Richard Kuhn:</p> <p>With the Cutover to ETS all users have been migrated to a new witness platform. This ticket was in regards to the legacy systems and is no longer valid.</p> <p>Please open a new ticket for any issues you find on the new Witness platform.</p> <p>Entered on 10/26/2010 at 11:21:01 PDT (GMT-0700) by Esperanza Davalos:</p> <p>No calls are being recorded in witness or the viewer for Jacqlyn Hijar- This agent moved to Elizardo's team (mentor).</p> <p>Please see below information:</p> <p>Workstation Phone Extension-31244 Workstation PC Name-LOSHOCCCCD31244 Workstation IP Address-10.88.33.63</p>	Application Development	Witness	
Ticket	10/26/2010	166593	Standard	Closed	Unable to use Witness	Charles Sholler	E146863	<p>Entered on 11/15/2010 at 15:20:28 PST (GMT-0800) by Charles Sholler:</p> <p>Fixed</p> <p>Entered on 11/02/2010 at 15:25:27 PDT (GMT-0700) by Charles Sholler:</p> <p>.</p> <p>Entered on 10/26/2010 at 12:31:50 PDT (GMT-0700) by E146863:</p> <p>When logging in to Witness and trying to monitor calls, it states I need a earlier version of JAVA and will not load the programm. I am able to log in to the program but can not use it.</p>	Desktop Support	Software	Customer Care
Ticket	10/26/2010	166594	Standard	Closed	Brittney Dobbins calls are not being recorded in witness	Richard Kuhn	E091573	<p>Entered on 11/16/2010 at 14:05:16 PST (GMT-0800) by Richard Kuhn:</p> <p>With the Cutover to ETS all users have been migrated to a new witness platform. This ticket was in regards to the legacy systems and is no longer valid.</p> <p>Please open a new ticket for any issues you find on the new Witness platform.</p> <p>Entered on 10/26/2010 at 12:32:20 PDT (GMT-0700) by Esperanza Davalos:</p> <p>Here is the information:</p> <p>Agent: Brittney Dobbins</p>	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Supervisor: Joe Santiago Workstation Phone Extension: 31003 Workstation PC Name: LOSHOCCCD31003 Workstation IP Address: 10.88.32.147			
Ticket	10/27/2010	166826	Standard	Closed	Contact store - No recorded calls after 9am	Stephanie Hurtado	E142728	<p>Entered on 11/02/2010 at 15:01:32 PDT (GMT-0700) by Stephanie Hurtado:</p> <p>TSG turned the server back on. Any calls that took place during the shutdown did not get recorded. I checked the system today and all the calls are recording properly. There is no way to recover calls that took place while the server was down. I will email Lety an update and close this ticket.</p> <p>Entered on 11/02/2010 at 14:21:16 PDT (GMT-0700) by leticia.pena@twcable.com:</p> <p>I'm able to listen to recorded calls from today, November 2nd, but I cannot listen to the recorded calls from November 1st. Also, are the calls after 9 am on October 26 through Thursday October 28th permanently lost? Please advise.</p> <p>Respectfully,</p> <p>Lety Pena Quality Control Specialist Time Warner Cable San Diego Division-Desert Cities System (760)674-5367</p> <p>Entered on 11/02/2010 at 14:02:56 PDT (GMT-0700) by Stephanie Hurtado:</p> <p>Witness server was causing jitter on the line. TSG shutdown the server while Telecom was troubleshooting audio quality issues. Waiting on approval from VP to turn server back on.</p> <p>Entered on 10/28/2010 at 15:08:35 PDT (GMT-0700) by Richard Kuhn:</p> <p>Service Desk Please assign this ticket to the San Diego Witness Support personell Thanks</p> <p>Entered on 10/28/2010 at 13:36:42 PDT (GMT-0700) by leticia.pena@twcable.com:</p>	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Here is the URL http://sdgwitapp02:8080/servlet/cscm. It is called Contact Store for Communication Manager powered by Avaya, Verint/Witness Actionable solutions. Verint Impact 360 is at the very top of the page. I hope this helps. You can always call my extension for further assistance.</p> <p>Thank you.</p> <p>Lety Pena Quality Control Specialist Time Warner Cable San Diego Division-Desert Cities System (760)674-5367</p> <p>Entered on 10/28/2010 at 13:18:16 PDT (GMT-0700) by Richard Kuhn:</p> <p>As already noted in the ticket I need to know what contact store you are referring to We have 6 of them...</p> <p>Entered on 10/28/2010 at 09:00:19 PDT (GMT-0700) by leticia.pena@twcable.com:</p> <p>Good morning,</p> <p>Any update on this resolution? Please advise.</p> <p>Lety Pena Quality Control Specialist Time Warner Cable San Diego Division-Desert Cities System (760)674-5367</p> <p>Entered on 10/27/2010 at 11:16:10 PDT (GMT-0700) by Richard Kuhn:</p> <p>For which of our four system are you seeing this for?</p> <p>Entered on 10/27/2010 at 09:54:17 PDT (GMT-0700) by Ruben Navarro:</p> <p>Users is reporting that Contact store has not recorded any calls since 10/26 9am</p>			
Ticket	10/27/201	167021	Standard	Closed	SARF - Witness Viewer	Richard Kuhn	Sandy	Entered on 11/03/2010 at 15:41:41 PDT (GMT-0700) by Richard Kuhn:	Application	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
	0						Levine	User access has been assigned Entered on 10/27/2010 at 15:47:36 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Jana McEachin to grant Gustavo Duran Venzor E090166 Witness viewer access.	Development		
Ticket	10/27/2010	167062	Standard	Closed	Relocated employees are in need of witness configuration	Thomas Hopfer	John Freed	Entered on 10/27/2010 at 17:41:26 PDT (GMT-0700) by Ruben Navarro: Issue resolved. Ticket closed per user's request. Entered on 10/27/2010 at 17:23:54 PDT (GMT-0700) by John Freed: Gisele has two employees moving desk locations she needs to get witness configured at the new desktops...Linda Lainez E147533 will be moving to losonpcdid53069 & Amani Purcell E089576 will be going to losonpcdid53004	Desktop Support	Software	
Ticket	10/27/2010	167070	Standard	Closed	Fredy Rodriguez Avaya Recordings	Richard Kuhn	E092270	Entered on 11/16/2010 at 14:05:37 PST (GMT-0800) by Richard Kuhn: With the Cutover to ETS all users have been migrated to a new witness platform. This ticket was in regards to the legacy systems and is no longer valid. Please open a new ticket for any issues you find on the new Witness platform. Entered on 11/04/2010 at 15:12:00 PDT (GMT-0700) by Jesse Gonzalez: User is part of Avaya IP7 test pilot, his current ext is 56018 Entered on 10/28/2010 at 08:22:57 PDT (GMT-0700) by Nicole Kitzman: Please re-assign to the correct department. Thanks, Nicole Entered on 10/27/2010 at 18:45:33 PDT (GMT-0700) by Hanh Manning: There are no recordings for Fredy Rodriguez Avaya ID 39793 at Extension 31113.	Desktop Support	Software	Customer Care
Ticket	10/28/2010	167097	Severe	Closed	Witness (Forecasting and Scheduling / "Blue Pumpkin") Not Working At All Today	Application Development: Richard Kuhn	E113401	Entered on 10/28/2010 at 13:11:10 PDT (GMT-0700) by Richard Kuhn: The issue has already been resolved with outage 167087 Entered on 10/28/2010 at 08:08:39 PDT (GMT-0700) by Maisha Johnson: Good Morning, IT Service Desk. For the second day in a row, I'm experiencing trouble with Blue Pumpkin. Yesterday, I received a log error, but I was able to continue	Application Development	Witness	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								working. Today, I received a database error (please see attached screen shot), and I could not continue working. Also, other ReM (Resource Management) teams across the West region (including Hollywood, Culver City and Van Nuys) are reporting Blue Pumpkin outage. Please help, asap, as this software is necessary for all our daily work. Thanks.			
Ticket	10/28/2010	167103	Severe	Closed	Witness (Impact 360) Report Function Not Working	Application Development: Richard Kuhn	E113401	<p>Entered on 10/28/2010 at 13:12:47 PDT (GMT-0700) by Richard Kuhn:</p> <p>This issue has already been resolved this morning Please refer to global ticket 167087 for further details if needed.</p> <p>Entered on 10/28/2010 at 08:16:52 PDT (GMT-0700) by Maisha Johnson:</p> <p>Good Morning, IT Service Desk. Impact 360's report function that I (and many other users across the West region) use daily has stopped working this morning. I have attached a screen shot of the results of running a report today. Please help me to restore I360's report function. Thank you.</p>	Application Development	Witness	
Ticket	10/28/2010	167199	Standard	Closed	Contact Store	Dennis Solomon	E010988	<p>Entered on 11/05/2010 at 08:42:38 PDT (GMT-0700) by Dennis Solomon:</p> <p>End user verified no issue</p> <p>Entered on 10/29/2010 at 11:05:21 PDT (GMT-0700) by Dennis Solomon:</p> <p>Telecom took Witness offline to troubleshoot Avaya issues....no ETR</p> <p>Entered on 10/29/2010 at 08:36:21 PDT (GMT-0700) by Dennis Solomon:</p> <p>Witness temporary offline...telecom Troubleshooting call quality/static with Avaya in San Diego</p> <p>Entered on 10/28/2010 at 15:10:33 PDT (GMT-0700) by Richard Kuhn:</p> <p>Service Desk Please assign to the appropriate San Diego support personell for Witness. Thanks</p> <p>Entered on 10/28/2010 at 13:13:34 PDT (GMT-0700) by Richard Kuhn:</p> <p>Which server are you refering to we have 6 contact stores.</p> <p>Entered on 10/28/2010 at 11:19:22 PDT (GMT-0700) by Galavej Barwari:</p> <p>There are no calls being recorded from 10.27.10 to 10.28.10. Can you please take a look</p>	Application Development	QC Tool	Report Issue with Data

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								in to this issue.			
Ticket	10/29/2010	167415	Severe	Closed	Witness not working in Garden Grove	Telecom	Gerardo Bran	Entered on 10/29/2010 at 09:56:41 PDT (GMT-0700) by Gerardo Bran: E-mail: mike.knieling@bpaquality.com, Please call back or E-mail user Verified with jim Mansel, an we dont support Witness anymore, called back Mike and notify him that he would have to contact Elaine Ohara @ 818-778-5046. Entered on 10/29/2010 at 09:46:58 PDT (GMT-0700) by Gerardo Bran: Multiple users getting Error 1188 when they click on Search. Error states that an error occurred when trying to connect to LOSONCCVR01 Contractor-BPA international.	Telecom	Trouble	
Ticket	10/29/2010	167562	Standard	Closed	SARF - Witness Viewer	Richard Kuhn	Sandy Levine	Entered on 11/03/2010 at 15:42:12 PDT (GMT-0700) by Richard Kuhn: User access has been assigned Entered on 10/29/2010 at 15:56:38 PDT (GMT-0700) by Sandy Levine: Received SARF signed by Megan McGowen grant Tim Gieseman E060486 Witness Viewer access.	Application Development	Witness	
Ticket	10/30/2010	167593	Standard	Closed	AAD is not working. It comes up but acts like freezes....Linda Evans	Steve Stiles	E090193	Entered on 11/03/2010 at 05:09:15 PDT (GMT-0700) by Steve Stiles: Corp AAD corrected roles in AAD / AAD profile. Now working ok. Please let us know if there's anything else. Thanks Steve Entered on 11/02/2010 at 09:16:13 PDT (GMT-0700) by Steve Stiles: No options on Search page - submitted req to Corp Service Desk to correct roles in AAD Entered on 11/02/2010 at 08:55:56 PDT (GMT-0700) by Steve Stiles: JRE 1.5.0_15 - for Witness QM - but does have correct java.policy file. Checking on nature of problem / prob. specifics	Desktop Support	Software	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 10/30/2010 at 10:19:20 PDT (GMT-0700) by Linda Evans: freezing....sup linda			
Ticket	10/31/2010	167621	Standard	Closed	Witness will not come up sits	Application Development: Richard Kuhn	E090917	Entered on 11/01/2010 at 15:29:15 PDT (GMT-0700) by Richard Kuhn: The witness system was locked up this morning. It has since been resolved Entered on 10/31/2010 at 13:25:47 PDT (GMT-0700) by Connie Landino: Supervisors are not able to pull up witness .. system will just sit ..	Application Development	Witness	Witness QM
Ticket	11/1/2010	167655	Critical	Closed	COS Site unable to access Witness QM - COS	Application Development: Richard Kuhn	Steve Stiles	Entered on 11/01/2010 at 13:35:50 PDT (GMT-0700) by Richard Kuhn: The server required a hard reboot as it was unresponsive All services are back online Entered on 11/01/2010 at 07:46:38 PDT (GMT-0700) by Steve Stiles: Richard Kuhn checking server now via console Entered on 11/01/2010 at 07:46:02 PDT (GMT-0700) by Steve Stiles: Unable to access LOSCSCCBDRSQL - VIA http://loscscbdrsql:8285/qm/login.jsp - IE cannot display webpage message Does not respond to ping	Application Development	Witness	Witness QM
Ticket	11/1/2010	167848	Severe	Closed	Witness - error 1144	Richard Kuhn	Andre Mora	Entered on 11/02/2010 at 13:04:10 PDT (GMT-0700) by Richard Kuhn: This issue has been resolved with a restart of the system services Calls recorded on 10/30 and 11/1 may not function properly Entered on 11/01/2010 at 14:19:20 PDT (GMT-0700) by Andre Mora: Receiving error 1144. Can see the list of calls but unable to play them back.	Application Development	Witness	
Ticket	11/1/2010	167900	Standard	Closed	Calls not recording in witness QM in Colorado Springs	Richard Kuhn	E091058	Entered on 11/02/2010 at 13:03:09 PDT (GMT-0700) by Richard Kuhn: This issue has been resolved with a restart of the system services However, there will be no recordings during the time the system was not working.	Desktop Support	Software	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 11/01/2010 at 16:20:30 PDT (GMT-0700) by Diane Weissenfluh: No calls recording in witness QM for 2 days. Colorado Springs			
Ticket	11/2/2010	167993	Standard	Closed	Witness	Richard Kuhn	E031321	Entered on 11/02/2010 at 13:02:22 PDT (GMT-0700) by Richard Kuhn: This issue has been resolved with a restart of the system services Entered on 11/02/2010 at 08:49:35 PDT (GMT-0700) by Gladys Maribel Ramirez: Able to log on to witness but witness gives an error message.	Application Development	Witness	
Ticket	11/2/2010	168049	Severe	Closed	Unable to listen to Contact Store calls that are recorded from November 1st, in Desert Cities pool. Refer to ticket #166826, project =2.	Stephanie Hurtado	E015036	Entered on 11/04/2010 at 11:18:26 PDT (GMT-0700) by Stephanie Hurtado: TSG restarted the services after the Contact Store server had been placed back on line. Once services were restored, QM and CS calls resumed recording. Confirmed w/ user that she and others were able to login and listen to calls. Entered on 11/03/2010 at 07:05:58 PDT (GMT-0700) by Richard Kuhn: Reassign to appropriate San Diego witness support... Entered on 11/02/2010 at 10:06:14 PDT (GMT-0700) by Leticia Pena: unable to listen to Contact Store recorded calls from November 1st, in Desert Cities pool.	Network Services	Monitoring	
Ticket	11/2/2010	168106	Standard	Closed	Please update microsoft office to version 7 for all of QA.	Doug Miller	E091058	Entered on 11/26/2010 at 09:07:45 PST (GMT-0800) by Doug Miller: all agents upgraded to office 2007 closing tkt Entered on 11/26/2010 at 08:15:43 PST (GMT-0800) by Michael Allen2: Pending ticket to see if QA workstations are going to need to be re-imaged for ETS Witness / QM. Entered on 11/02/2010 at 11:52:31 PDT (GMT-0700) by Diane Weissenfluh: 2 agents on QA have version 7 of Microsoft office; Remaining have version 3. Can we all be updated to version 7. Having issues occasionally with shared workbooks in Microsoft office.	Desktop Support	Software	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
Ticket	11/2/2010	168139	Standard	Closed	Witness	Service Desk. Individual Users: James Mansell	E031321	<p>Entered on 11/03/2010 at 10:21:03 PDT (GMT-0700) by James Mansell:</p> <p>Gladys,</p> <p>Witness is a Corporate Application. If there is an Outage you'll need to contact Corporate Support at 888-411-5550</p> <p>James</p> <p>Entered on 11/03/2010 at 07:09:18 PDT (GMT-0700) by Richard Kuhn:</p> <p>Service Desk please assign to San Diego Witness support</p> <p>Entered on 11/03/2010 at 07:08:03 PDT (GMT-0700) by Richard Kuhn:</p> <p>Which URL are you using to Connect?</p> <p>Entered on 11/02/2010 at 13:15:37 PDT (GMT-0700) by Gladys Maribel Ramirez:</p> <p>I still cannot use Witness. get error "a connection wit the BDR server cannot be established.Contact your system admistrative"</p>	Application Development	Witness	Witness QM
Ticket	11/2/2010	168149	Critical	Closed	Witness Quality monitoring is down in desert cities	Service Desk. Individual Users: James Mansell	Larone Thompson	<p>Entered on 11/03/2010 at 10:38:54 PDT (GMT-0700) by sylvia.lopez@twcable.com:</p> <p>Just tried to listen to a call and I got the same messageâ€¢ Connection with the bdr server could not be established. error 1107â€¢ so please donâ€™t close itâ€¢ its still not working.</p> <p>Sylvia C. Lopez Quality Control Specialist Time Warner Cable San Diego Division/Desert Cities System 760.674.5306 From: IT Service Desk [mailto:los.it.ticket@twcable.com] Sent: Wednesday, November 03, 2010 10:19 AM To: Lopez, Sylvia Contreras Subject: Witness Quality monitoring is down in desert cities ISSUE=168149 PROJ=2 [Duplicate message snipped]</p> <p>Entered on 11/03/2010 at 10:19:33 PDT (GMT-0700) by James Mansell:</p>	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Sylvia, Witness is a Corporate Application. You'll need to call Corporate Support Desk at 888-411-5550 James Entered on 11/03/2010 at 07:05:17 PDT (GMT-0700) by Richard Kuhn: I do not handle witness in San Diego Service desk please assign accordingly... Entered on 11/02/2010 at 13:42:35 PDT (GMT-0700) by Larone Thompson: Witness Quality monitoring is down in desert cities. User states that this has been down for all users in desert cities since this morning. User states that the site pulls up, but there are no recordings on there. Connection with the bdr server could not be established. error 1107			
Ticket	11/2/2010	168158	Standard	Closed	loshocccscm01 is 95%	Unassigned	John Freed	Entered on 11/02/2010 at 15:09:21 PDT (GMT-0700) by Michael Zebrow: This Linux witness server runs normally at 95% full, and purges data at that point. This is the standard configuration by Verint (witness vendor). Closed ticket. Entered on 11/02/2010 at 14:16:30 PDT (GMT-0700) by John Freed: loshocccscm01 is 95% in Orion	System Services	Server/Systems	
Ticket	11/2/2010	168160	Standard	Closed	losoncccsbcm01.twccorp.com is 95%	Unassigned	John Freed	Entered on 11/02/2010 at 15:10:00 PDT (GMT-0700) by Michael Zebrow: This Linux witness server runs normally at 95% full, and purges data at that point. This is the standard configuration by Verint (witness vendor). Closed ticket. Entered on 11/02/2010 at 14:19:10 PDT (GMT-0700) by John Freed: losoncccsbcm02.twccorp.com is 95% in Orion	System Services	Server/Systems	
Ticket	11/2/2010	168165	Standard	Closed	LOSCSCCQALNX01 is at 95 %	Unassigned	John Freed	Entered on 11/02/2010 at 15:10:36 PDT (GMT-0700) by Michael Zebrow: This Linux witness server runs normally at 95% full, and purges data at that point. This	System Services	Server/Systems	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								is the standard configuration by Verint (witness vendor). Closed ticket. Entered on 11/02/2010 at 14:30:23 PDT (GMT-0700) by John Freed: LOSCSCCQALNX01 is at 95 % in Orion			
Ticket	11/2/2010	168167	Standard	Closed	LOSCSCCQALNX02 IS AT 95 %	Unassigned	John Freed	Entered on 11/02/2010 at 15:11:14 PDT (GMT-0700) by Michael Zebrow: This Linux witness server runs normally at 95% full, and purges data at that point. This is the standard configuration by Verint (witness vendor). Closed ticket. Entered on 11/02/2010 at 14:30:47 PDT (GMT-0700) by John Freed: LOSCSCCQALNX02 is at 95 % in Orion	System Services	Server/Systems	
Ticket	11/4/2010	168567	Standard	Closed	Witness error	Steve Stiles	E102091	Entered on 11/04/2010 at 13:02:24 PDT (GMT-0700) by Steve Stiles: The Witness server was restarted and should now be accessible again. Please let us know if you still have problems with access. Thanks Steve Entered on 11/04/2010 at 05:42:57 PDT (GMT-0700) by Robin LeMaster: Error Message; Unable to connect to the server (LOSCSCCBDRSQL). Please contact your System Administrator. IP 10.88.0.85 Port #	Desktop Support	Software	
Ticket	11/4/2010	168643	Standard	Closed	Witness recording issues in Van Nuys	Richard Kuhn	John Freed	Entered on 11/16/2010 at 14:06:11 PST (GMT-0800) by Richard Kuhn: With the Cutover to ETS all users have been migrated to a new witness platform. This ticket was in regards to the legacy systems and is no longer valid. Please open a new ticket for any issues you find on the new Witness platform. Entered on 11/04/2010 at 10:11:03 PDT (GMT-0700) by John Freed:	Desktop Support	Software	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								since the Witness reimaging they are unable to view the second screen of dual monitor screens when recording calls...when using the slider to go over to the other screen the image seems to have not been captured in the recordings....this is for all users in the call center...assigned to desktop support to verify that all the settings are correct on the Monitors and if so she would need to contact Verint directly			
Ticket	11/8/2010	169300	Severe	Closed	unable to load witness qm	Mario Polanco	E089124	Entered on 11/10/2010 at 07:31:00 PST (GMT-0800) by Mario Polanco: octavio took care of this, it was the screen popper. Entered on 11/08/2010 at 09:58:42 PST (GMT-0800) by Michelle Gould: unable to monitor calls due to not being able to access witness QM	Desktop Support	Software	Customer Care
Ticket	11/8/2010	169383	Standard	Closed	Need password reset for Quality monitoring in witness	Fernando Valdivia	E106928	Entered on 11/08/2010 at 13:22:55 PST (GMT-0800) by Fernando Valdivia: Please call the service desk to have your password reset. Entered on 11/08/2010 at 11:49:47 PST (GMT-0800) by Janene Skillern: Please reset my password for the Quality monitoring system in witness. The link is http://loshoccerec01:8285/qm/ I locked myself out of the system.	Service Desk	User Access Request	Witness
Ticket	11/8/2010	169489	Standard	Closed	SARF - Witness Viewer for Heather Waite	Sandy Levine	Sandy Levine	Entered on 11/19/2010 at 09:44:06 PST (GMT-0800) by Sandy Levine: Please contact corporate support at 888-411-5550 to get access no SARF required at this time. All Witness applications are now in Charlotte. Entered on 11/18/2010 at 15:04:16 PST (GMT-0800) by Pamela Crawford: Tickets for all Witness related issues should go to Corporate. The Application Development team no longer has access to resolve these issues. Corporate now hosts Witness and QM. Entered on 11/08/2010 at 15:41:42 PST (GMT-0800) by Sandy Levine: Received SARF signed by Jana McEachin to grant Heather Waite E080124 Witness viewer access.	Service Desk	User Access Request	
Ticket	11/9/2010	169837	Standard	Closed	SARF - Witness Viewer	Sandy Levine	Sandy Levine	Entered on 11/19/2010 at 09:43:30 PST (GMT-0800) by Sandy Levine: Please contact corporate support at 888-411-5550 to get access no SARF required at this time. All Witness applications are now in Charlotte. Entered on 11/18/2010 at 15:03:17 PST (GMT-0800) by Pamela Crawford:	Service Desk	User Access Request	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Tickets for all Witness related issues should go to Corporate. The Application Development team no longer has access to resolve these issues. Corporate now hosts Witness and QM.</p> <p>Entered on 11/09/2010 at 16:53:20 PST (GMT-0800) by Sandy Levine:</p> <p>Received SARF signed by Orlando Hadnot to grant Janene Skillern E106928 Witness viewer access.</p>			
Ticket	11/10/2010	170082	Standard	Closed	Daily CBA,CMI & NCO Adjustment Macro did not run for 11/08/2010	Jeff Adams, Chris Hogan, Paul Irwin	E091385	<p>Entered on 11/26/2010 at 11:57:44 PST (GMT-0800) by Jeff Adams:</p> <p>Hi Chris/Jose: 3 remaining unprocessed accounts were re-imported for processing in today's NCO run.</p> <p>I had a look as well as Dean and as he mentions below, all is as he notes.</p> <p>Typically we do not process CMI nor CBA accounts on Sundays nor Mondays.</p> <p>Not because the macro queries are not scheduled to pull in data those days... Not because the macros do not execute those days expecting to have rows to process...It's that we usually don't have data that comes in on those days as you can see on the Daily Macro Activity Log SSRS report.</p> <p>After checking tbISAXRpt table using the following queries: there were no CBA nor CMI accounts to process on 11/8, but there were 7 NCO collection accounts.</p> <p>I found 3 account errors after looking at all the macros mentioned by Jose Cadenas on 11/8 in ticket # 170082, (NCO, CMI, CBA) and those 3 accounts were part of the 7 NCO collection accounts to be processed on 11/8, but for some reason they were not, it looks like only 4 of them were.</p> <p>So, today I reimporated those 3 accounts into TbISAX this morning, and that \$52.00 will be assessed in today's run.</p> <p>Other than that, we look like we're current and up to date.</p> <p>Closing ticket. Regards,JEFF ADAMS (E131323)</p> <hr/> <p>\rom: Kuga, Dean Sent: Monday, November 15, 2010 2:22 PMTo: Hogan, Chris; Adams, JeffCc: Irwin, PaulSubject: RE: great, thanks Jewerl. RE: Ticket # 170082 - Daily CBA,CMI & NCO Adjustment Macro did not run for 11/8</p> <p>Checking to see if macros executed. They did. I spot checked the first and last account from the file and all were processed.</p>	IS Reporting	Reporting Questions/Other	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>CBA Collection:930 8448300290235230 253 2010-11-08 15:50:02.780 51 CBA Collection WOCOLLFEE IN154 17.00 2 2010-11-09 00:00:00.000 2010-11-09 16:05:09.367 Successfully Processed: SJP15I losoranrptmc01 ** ADJUSTMENT ACCEPTED **</p> <p>NCO Collection:1984 8448400091227558 253 2010-11-07 16:00:02.617 51 NCO Collection WOCOLLFEE IN154 17.00 2 2010-11-08 00:00:00.000 2010-11-08 19:16:04.597 Successfully Processed: SJP15I losoranrptmc01 ** ADJUSTMENT ACCEPTED **</p> <p>CMI Collection: There was no file on 11/7 or 11/8</p> <p>Entered on 11/18/2010 at 14:23:20 PST (GMT-0800) by Jeff Adams:</p> <p>Dean Kuga notified Chris Hogan that the database has logged these 3 macros as having 'processed' that day's accounts (11/08/2010). However, Mr. Lee has never been incorrect in my experience as he has the financial reports. So I'll look in to this today, re-queue appropriate accounts and process them if necessary.</p> <p>Either way, I'll send a report to Mr. Lee of our findings by looking directly into the CSG billing system and getting to the bottom of why the error(s).</p> <p>I will include Paul Irwin in the conversation via live meeting so he may witness all steps in troubleshooting.</p> <p>Regards, JEFF ADAMS (E131323)</p> <p>Entered on 11/10/2010 at 18:36:17 PST (GMT-0800) by Jewerl Patterson:</p> <p>Moving from reporting queue to application group</p> <p>Entered on 11/10/2010 at 16:34:00 PST (GMT-0800) by Jose Cadenas:</p> <p>this macro charge the account for the collection fee of \$17.00 paid to our collections agencies. The contact number is for Ted Lee Direcor of Collections</p>			
Ticket	11/11/2010	170171	Standard	Closed	Witness issue for Erika Romero	Richard Kuhn	E091801	<p>Entered on 11/16/2010 at 14:06:42 PST (GMT-0800) by Richard Kuhn:</p> <p>With the Cutover to ETS all users have been migrated to a new witness platform. This ticket was in regards to the legacy systems and is no longer valid. Please open a new ticket for any issues you find on the new Witness platform.</p> <p>Entered on 11/11/2010 at 10:49:39 PST (GMT-0800) by Jesse Gonzalez:</p> <p>User part of IP7 Test Pilot</p>	Desktop Support	Software	Customer Care

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Erika Romero Avaya #56005 LOSHOCCCCD31054 10.88.33.47 Entered on 11/11/2010 at 09:39:14 PST (GMT-0800) by Lili Garcia: Witness issue. The calls recording in Witness for Erika Romero Avaya #39798 have her audio, but are capturing the screen information for John Park Avaya # 39489			
Ticket	11/11/2010	170257	Standard	Closed	SARF - Witness Viewer	Sandy Levine	Sandy Levine	Entered on 11/19/2010 at 10:02:21 PST (GMT-0800) by Sandy Levine: Please contact corporate support at 888-411-5550 to get access no SARF required at this time. All Witness applications are now in Charlotte. Entered on 11/18/2010 at 14:49:14 PST (GMT-0800) by Pamela Crawford: Tickets for all Witness related issues should go to Corporate. The Application Development team no longer has access to resolve these issues. Corporate now hosts Witness and QM. Entered on 11/11/2010 at 12:35:48 PST (GMT-0800) by Sandy Levine: Received SARF signed by James McEwen to grant Joshua Lechner E105453 access to Witness viewer.	Service Desk	User Access Request	
Ticket	11/11/2010	170377	Standard	Closed	SARF- Witness Viewer	Sandy Levine	Sandy Levine	Entered on 11/19/2010 at 09:46:50 PST (GMT-0800) by Sandy Levine: Please contact corporate support at 888-411-5550 to get access no SARF required at this time. All Witness applications are now in Charlotte. Entered on 11/18/2010 at 14:48:28 PST (GMT-0800) by Pamela Crawford: Tickets for all Witness related issues should go to Corporate. The Application Development team no longer has access to resolve these issues. Corporate now hosts Witness and QM. Entered on 11/12/2010 at 11:17:12 PST (GMT-0800) by Sandy Levine: Adding: Jesse Campa E138637 Entered on 11/11/2010 at 16:30:17 PST (GMT-0800) by Sandy Levine: Received SARFs signed by John Fisher grant the following Witnes viewer access:	Service Desk	User Access Request	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Jeanette Gates E127073 Ricardo Cabrera E091381 Nancy Sotomayor E131086 Breanna Smith E137941			
Ticket	11/12/2010	170502	Standard	Closed	Witness stop recording calls for agent Terrianne Watkins	Richard Kuhn	E092644	<p>Entered on 11/16/2010 at 14:04:09 PST (GMT-0800) by Richard Kuhn:</p> <p>With the Cutover to ETS all users have been migrated to a new witness platform. This ticket was in regards to the legacy systems and is no longer valid.</p> <p>Please open a new ticket for any issues you find on the new Witness platform.</p> <p>Entered on 11/12/2010 at 10:57:35 PST (GMT-0800) by Elizabeth Long:</p> <p>Witness stop recording calls for agent: Terrianne Watkins E148119 Avaya#39034 Supervisor: Jeanette Gates</p> <p>When I search witness for calls and press review I get error message:</p> <p>LMPS <PLAYCONTACT> Response Code: 81An internal system error has occurred.Please ask your System Administrator to check the Event Log on the Quality Monitoring BDR Server for further details.</p>	Application Development	Witness	Witness QM
Ticket	11/12/2010	170530	Standard	Closed	SARf - Witness Viewer	Sandy Levine	Sandy Levine	<p>Entered on 11/19/2010 at 09:43:05 PST (GMT-0800) by Sandy Levine:</p> <p>Please contact corporate support at 888-411-5550 to get access no SARF required at this time. All Witness applications are now in Charlotte.</p> <p>Entered on 11/18/2010 at 14:47:36 PST (GMT-0800) by Pamela Crawford:</p> <p>Tickets for all Witness related issues should go to Corporate. The Application Development team no longer has access to resolve these issues. Corporate now hosts Witness and QM.</p> <p>Entered on 11/12/2010 at 12:22:41 PST (GMT-0800) by Sandy Levine:</p> <p>Received SARFs signed by Marilyn Haynes to grant the following Witness viewer access:</p> <p>Daniel Coronado E088915 Alec Miller E126797</p>	Service Desk	User Access Request	
Ticket	11/12/2010	170547	Standard	Closed	Witness Live Monitoring - Error 1261	Unassigned	E105263	Entered on 11/12/2010 at 13:54:38 PST (GMT-0800) by Charles Sholler: Duplicate	System Services	General Support	Monitoring

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 11/12/2010 at 13:14:03 PST (GMT-0800) by Garrett Codd: I am recieving an error 1261 'unable to access web server libraries.' I am able to log in and see the agents and the calls they are on, but am unable to monitor them. Submit is a 2nd request; per Tonya Nagy.			
Ticket	11/12/2010	170560	Standard	Closed	SARF - Witness	Sandy Levine	Sandy Levine	Entered on 11/18/2010 at 11:05:41 PST (GMT-0800) by Sandy Levine: Access was granted by Dianne. Entered on 11/17/2010 at 11:11:25 PST (GMT-0800) by Sandy Levine: sent email to Diane Weissenfluh Entered on 11/12/2010 at 14:13:00 PST (GMT-0800) by Sandy Levine: Received SARF signed by Jana McEachin for Witness Supervisor access for Corey Ayotte V295712. Sales Consultant	Service Desk	User Access Request	Witness
Ticket	11/15/2010	170800	Standard	Closed	Unable to hear calls on Witness	Michael Mengler	E142728	Entered on 11/15/2010 at 10:23:49 PST (GMT-0800) by Michael Mengler: installed active x control Entered on 11/15/2010 at 09:16:18 PST (GMT-0800) by Ruben Navarro: User is not able to hear calls in witness. Instructed user to restart application and computer.	Desktop Support	Software	
Ticket	11/15/2010	170808	Standard	Closed	Uninstall Java 6	Mario Polanco	E112834	Entered on 11/24/2010 at 11:37:03 PST (GMT-0800) by Mario Polanco: Uninstalled all instances of Java 6 and updated with jre 1.5.0_15. The entire qa department has been updated. I have also asked everyone in QA to verify in which positive feedback was return. Entered on 11/15/2010 at 09:25:40 PST (GMT-0800) by Octavio Gonzalez: Need Java 6 uninstalled for Witness QM to work	Desktop Support	Software	Customer Care
Ticket	11/15/2010	170835	Standard	Closed	Cannot use Witness	Michael Allen2	E060486	Entered on 11/18/2010 at 07:44:38 PST (GMT-0800) by Michael Allen2: Cleared Java cache, updated Java version to a Witness compatible version... Confirmed working, Closed ticket.	Desktop Support	Software	Customer Care

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Entered on 11/15/2010 at 10:04:15 PST (GMT-0800) by Tim Gieseeman: I cannot use the Witness application. I receive an error of " The Attempt to load the applet failed. You might need to install the Supervisor package. Please contact your system administrator."			
Ticket	11/15/2010	170921	Standard	Closed	Witness Access	Sandy Levine	E013719	Entered on 11/19/2010 at 10:02:48 PST (GMT-0800) by Sandy Levine: Please contact corporate support at 888-411-5550 to get access no SARF required at this time. All Witness applications are now in Charlotte. Entered on 11/18/2010 at 14:44:50 PST (GMT-0800) by Pamela Crawford: Tickets for all Witness related issues should go to Corporate. The Application Development team no longer has access to resolve these issues. Corporate now hosts Witness and QM. Entered on 11/15/2010 at 12:14:22 PST (GMT-0800) by Elaine DeLeon: Unable to access viewer receive the following error message The attempt to load the applet failed. You might need to install the Supervisor package. Please contact your system admin.	Service Desk	User Access Request	
Ticket	11/15/2010	170928	Severe	Closed	Can't Access Witness QM	Service Desk. Individual Users: James Mansell	Pamela Crawford	Entered on 11/19/2010 at 15:03:17 PST (GMT-0800) by James Mansell: Please contact Corporate for all Witness password resets. Entered on 11/15/2010 at 17:38:01 PST (GMT-0800) by Pamela Crawford: The App Dev Team no longer has access to QM after the ETS migration. The Service Desk should open a ticket with Corporate for this issue. Entered on 11/15/2010 at 12:22:49 PST (GMT-0800) by Pamela Crawford: hi, can i bother you for a minute I have locked myself out of the http://prvplosbdr02:8285/qm server and cannot access Witness.	Service Desk	User Access Request	Witness

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Can you reset my login id from the server?</p> <p>E112834 Crawford, Pamela [12:16 PM]:</p> <p>Is this for Witness of Witness viewer</p> <p>Gonzalez, Octavio [12:16 PM]:</p> <p>Quality Monitoring</p>			
Ticket	11/15/2010	170933	Standard	Closed	Witness QM- Can't Log In	Ernesto Hernandez	E035422	<p>Entered on 11/23/2010 at 14:59:42 PST (GMT-0800) by Ernesto Hernandez:</p> <p>Issue has been resolved, by removing runtime 1.5.0_14. and re-installing 1.5.0_15, works now.</p> <p>Entered on 11/16/2010 at 13:59:07 PST (GMT-0800) by James Mansell:</p> <p>Check for java issues. Work with corp for anything beyond that.</p> <p>Entered on 11/15/2010 at 12:33:24 PST (GMT-0800) by Claudia Alderete:</p> <p>Can not log into the new Witness server, following error message received.. The attempt to load the applet failed. you might need to install the superviseo package. Please contact your system admin.</p>	Desktop Support	Software	Customer Care

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
Ticket	11/15/2010	171000	Standard	Closed	qm impact 360 witness recording	Service Desk	Tanisha Walker	Entered on 11/17/2010 at 16:30:28 PST (GMT-0800) by Tanisha Walker: closed per notes Entered on 11/16/2010 at 13:34:06 PST (GMT-0800) by Pamela Crawford: QM recording has been migrated to corporate and is now hosted on corporate servers. A ticket needs to be open with the corporate help desk. Entered on 11/15/2010 at 14:46:20 PST (GMT-0800) by Tanisha Walker: search and replay not working when she plays a call whole pc freezes..	Service Desk	User Access Request	Witness
Ticket	11/15/2010	171009	Standard	Closed	Unlock Witness QM	E142728	E142728	Entered on 11/15/2010 at 15:08:20 PST (GMT-0800) by Ruben Navarro: Reset user's password to "password". User verified login.	Service Desk	User Access Request	Witness
Ticket	11/16/2010	171252	Standard	Closed	Witness not capturing calls or screens for Tier 3 agent	Sandy Levine	E127899	Entered on 11/19/2010 at 10:03:22 PST (GMT-0800) by Sandy Levine: Please contact corporate support at 888-411-5550 to get access no SARF required at this time. All Witness applications are now in Charlotte. Entered on 11/18/2010 at 14:45:52 PST (GMT-0800) by Pamela Crawford: Tickets for all Witness related issues should go to Corporate. The Application Development team no longer has access to resolve these issues. Corporate now hosts Witness and QM. Entered on 11/16/2010 at 16:14:17 PST (GMT-0800) by Amanda Thomason: Probably due to recent desk moves: Anaheim - Suvanh Kao E047604 PC Name: WANATOD1854525 IP: 10.88.19.50 Login: 1851716	Service Desk	User Access Request	
Ticket	11/17/2010	171340	Standard	Closed	Two software tools are not working properly	Charles Sholler	E011136	Entered on 11/17/2010 at 15:01:03 PST (GMT-0800) by Charles Sholler: Contact Store resolved - For Witness I have opened a case with Corporate....# 1368126 Entered on 11/17/2010 at 14:35:44 PST (GMT-0800) by Charles Sholler: researching Entered on 11/17/2010 at 08:57:36 PST (GMT-0800) by Barbara Garcia-McKeel:	Desktop Support	Software	Customer Care

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Contact Store, not able to pull up any calls. Able to log in but that is about it. Witness, able to log in but not able to get audio at all. Not able to send the call to a direct phone line.			
Ticket	11/17/2010	171477	Standard	Closed	No Calls being Captured in Witness for BDR 02 and BDR 01	Service Desk. Individual Users: James Mansell	E112834	<p>Entered on 11/19/2010 at 15:02:03 PST (GMT-0800) by James Mansell:</p> <p>Please contact Corporate Support Desk 888-411-5550. Local IT doesn't manage the Witness servers now that we're on ETS></p> <p>Entered on 11/18/2010 at 15:02:33 PST (GMT-0800) by Pamela Crawford:</p> <p>Tickets for all Witness related issues should go to Corporate. The Application Development team no longer has access to resolve these issues. Corporate now hosts Witness and QM.</p> <p>Entered on 11/17/2010 at 14:39:51 PST (GMT-0800) by Octavio Gonzalez:</p> <p>No agents showing in Active Agent Display and there are no calls being captured since 11/16/2010.</p>	Service Desk	User Access Request	
Ticket	11/17/2010	171570	Standard	Closed	SARF - Witness Viewer	Sandy Levine	Sandy Levine	<p>Entered on 11/19/2010 at 09:45:44 PST (GMT-0800) by Sandy Levine:</p> <p>Please contact corporate support at 888-411-5550 to get access no SARF required at this time. All Witness applications are now in Charlotte.</p> <p>Entered on 11/18/2010 at 14:46:54 PST (GMT-0800) by Pamela Crawford:</p> <p>Tickets for all Witness related issues should go to Corporate. The Application Development team no longer has access to resolve these issues. Corporate now hosts Witness and QM.</p> <p>Entered on 11/17/2010 at 17:11:53 PST (GMT-0800) by Sandy Levine:</p> <p>Received SARF signed by Jana McEachin.</p>	Service Desk	User Access Request	
Ticket	11/17/2010	171575	Standard	Closed	SARF- Witness QA	Sandy Levine	Sandy Levine	<p>Entered on 11/19/2010 at 09:44:46 PST (GMT-0800) by Sandy Levine:</p> <p>Please contact corporate support at 888-411-5550 to get access no SARF required at this time. All Witness applications are now in Charlotte.</p> <p>Entered on 11/18/2010 at 12:40:09 PST (GMT-0800) by Sandy Levine:</p> <p>Sent email to Heather Waite.</p> <p>Entered on 11/17/2010 at 17:20:52 PST (GMT-0800) by Sandy Levine:</p>	Service Desk	User Access Request	Witness

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Received SARF signed by Jana McEachin.			
Ticket	11/18/2010	171647	Severe	Closed	Java issues with Witness QM	George Garcia	E127899	<p>Entered on 11/22/2010 at 11:15:53 PST (GMT-0800) by George Garcia:</p> <p>Java updated to corp version 1.5.15. All functional now.</p> <p>Entered on 11/22/2010 at 08:36:00 PST (GMT-0800) by Sandy Levine:</p> <p>George can you check the Java version?</p> <p>Entered on 11/18/2010 at 14:43:32 PST (GMT-0800) by Pamela Crawford:</p> <p>Tickets for all Witness related issues should go to Corporate. The Application Development team no longer has access to resolve these issues. Corporate now hosts Witness and QM.</p> <p>Entered on 11/18/2010 at 09:26:54 PST (GMT-0800) by Amanda Thomason:</p> <p>When logging in to the new Witness servers, http://Prvplosbdr01:8285/qm & BDR02 http://Prvplosbdr02:8285/qm the Java applet will not load. An error message comes up after several seconds to contact my system admin.</p>	Service Desk	User Access Request	
Ticket	11/19/2010	171892	Standard	Closed	Witness viewer not recording opening of call http://prvpsaqnwtnts03/avaya	Fernando Valdivia	E091058	<p>Entered on 11/23/2010 at 09:29:02 PST (GMT-0800) by Fernando Valdivia:</p> <p>Please contact corporate for assistance with this issue, 888-411-5550.</p> <p>Entered on 11/23/2010 at 08:46:56 PST (GMT-0800) by Richard Kuhn:</p> <p>Tickets for all Witness related issues should go to Corporate. The Application Development team no longer has access to resolve these issues. Corporate now hosts Witness and QM</p> <p>Entered on 11/19/2010 at 07:35:14 PST (GMT-0800) by Diane Weissenfluh:</p> <p>Many of the calls in witness viewer (new version) are not recording the opening of calls, 5 - 1- seconds.</p>	Desktop Support	Software	Other
Ticket	11/19/2010	172016	Standard	Closed	Witness needs access - downgrade from IE8 to IE7	Sandy Levine	E102439	<p>Entered on 11/29/2010 at 11:25:14 PST (GMT-0800) by Sandy Levine:</p> <p>Downgraded to IE 7 and Richard confirmed that Witness is working again.</p> <p>**closing ticket**</p> <p>Entered on 11/22/2010 at 16:25:36 PST (GMT-0800) by Eric Sartin:</p>	Service Desk	User Access Request	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Witness works in IE8 without issue. Check Java version. Entered on 11/19/2010 at 12:05:51 PST (GMT-0800) by Richard Neylan: Please downgrade from IE8 to IE7 - must have access to Witness.			
Ticket	11/19/2010	172122	Standard	Closed	Witness QM password transferred to Corp	Service Desk: John Freed	John Freed	Entered on 11/19/2010 at 17:31:52 PST (GMT-0800) by John Freed: Witness QM password	Service Desk	User Access Request	Witness
Ticket	11/19/2010	172136	Standard	Closed	Upgrade new witness and viewer	Mario Polanco	Ana Barrera	Entered on 11/24/2010 at 10:50:30 PST (GMT-0800) by Mario Polanco: upgraded to new with with Java _15. Entered on 11/19/2010 at 22:12:22 PST (GMT-0800) by Ana Barrera: Up grade new witness and viewer. Thank you	Desktop Support	Software	Customer Care
Ticket	11/22/2010	172182	Severe	Closed	Witness Unable to Playback any calls	George Garcia	E112834	Entered on 11/30/2010 at 14:04:01 PST (GMT-0800) by George Garcia: Corp has resolved issues with this. Closing ticket. Corp ticket was closed this morning as well. Entered on 11/22/2010 at 16:08:13 PST (GMT-0800) by George Garcia: Ticket #1370927 with corporate on the issue. Wil follow up tomorrow. Entered on 11/22/2010 at 14:23:25 PST (GMT-0800) by V250678: "Tickets for all Witness related issues should go to Corporate. The Application Development team no longer has access to resolve these issues. Corporate now hosts Witness and QM."; Entered on 11/22/2010 at 07:51:25 PST (GMT-0800) by Octavio Gonzalez: Unable to playback any calls in Witness Quality Monitoring or in Avaya Viewer. in QM getting error codes 1144 and 1263. In Viewer will not playback any contacts.	Desktop Support	Software	Telecom
Ticket	11/22/2010	172197	Standard	Closed	2 Colorado Springs teams, Pam Brown and Angel Hernandez are not recording in the Witness QM system after ETS	Michael Allen2	E091058	Entered on 12/07/2010 at 12:45:54 PST (GMT-0800) by Michael Allen2: Setup issues have been resolved, confirmed that Pam Brown's team is now recording correctly... Closing ticket.	Desktop Support	Software	Pub/Gvt/Com Affairs

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Entered on 12/07/2010 at 10:50:50 PST (GMT-0800) by Denise Spicer:</p> <p>From ETS status call: Mike working with Tonya. Device pairings were missing and were corrected, so could have been a setup issue. He will confirm later today.</p> <p>Entered on 12/06/2010 at 16:55:45 PST (GMT-0800) by Denise Spicer:</p> <p>One team still not recording. Ticket opened with TSG: case # 1378217 Entire Team Not Recording in Witness&hellip;</p> <p>Supervisor: Pam Brown</p> <p>Agent: Entire Team - Erika Alfonso (1811108) Jean Amundson (1811112) Tricia Craven (1811186) Jacqueline Cuff-Beamer (1811190) Juanita Figueroa (1811214) Antonio Gallard (1811227) Stephanie Jackson (1811284) Dolores McLaren (1811341) Andrew Mills (1811354) Jennifer Rasmusson (1811398) David Stewart (1811452) Sharyll Thomas (1811318) Corrine Williams (1811491)</p> <p>Schedule: Saturday - Wednesday</p> <p>PC Hostnames: WCOSCCD1814297 &ndash; WCOSCCD1814310</p> <p>Description of the problem: Since ETS this team has not recorded in Witness QM (prvplosbdr01).</p> <p>Is the agent recording in Viewer or CSCM? Yes</p> <p>Is the workstation configured in QM: Yes</p> <p>Does Agent show active in QM Agents tab? A blue dot beside their name. No. confirmed they are logging in with the correct user ID.</p> <p>If no, Check to make sure captured service is running? Yes&hellip; Version 7.7.1.273, BDR = prvplosbdr01:3020</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Rules and Contact Folder &ndash; Random rule is applied and it is for Pam Brown All agent's status is active Activation date is 11/4/2010</p> <p>Could not find any issues with the agent profiles, PC's, or with QM settings&hellip;</p> <p>Requesting to have TSG take a look.</p> <p>Entered on 12/03/2010 at 09:24:26 PST (GMT-0800) by Michael Allen2:</p> <p>Root issue could be that the workspaces for both of these teams were not set up in the Workspaces table. The Telephones and Workstations were both there, just not paired together.</p> <p>Paired Workspaces for the missed ranges - WCOSCCD1814297/Tele-1814297 to WCOSCCD1814324/Tele-1814324</p> <p>Both teams were off on 12/2, but it does look like one of the agents may have been working OT because we did pick up a couple of Witness captures for Adrienne Acosta.</p> <p>Will continue to monitor and verify once both teams are working.</p> <p>Entered on 12/01/2010 at 16:21:40 PST (GMT-0800) by Michael Allen2:</p> <p>Re-opened ticket to get info to TSG and track/follow up.</p> <p>Entered on 11/23/2010 at 09:29:49 PST (GMT-0800) by Fernando Valdivia:</p> <p>Please contact corporate for assistance with this issue, 888-411-5550.</p> <p>Entered on 11/23/2010 at 08:47:49 PST (GMT-0800) by Richard Kuhn:</p> <p>Tickets for all Witness related issues should go to Corporate. The Application Development team no longer has access to resolve these issues. Corporate now hosts Witness and QM</p> <p>Entered on 11/22/2010 at 08:27:39 PST (GMT-0800) by Diane Weissenfluh:</p> <p>No calls are recording the the QM viewer (not avaya viewer, they are recording there) for Pam Brown's team and Angel Hernandez' team. Recording rules etc. verified in set up.</p>			
Ticket	11/22/201	172288	Standard	Closed	recordings are not	Jesse Gonzalez	E138637	Entered on 11/22/2010 at 14:47:43 PST (GMT-0800) by Jesse Gonzalez:	System	Application	Other

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
	0				appearing in witness viewer			Please provide agent avaya ID's and extension when opening request. Entered on 11/22/2010 at 11:21:57 PST (GMT-0800) by Jesse Campa: recordings are not appearing in witness viewer	Services	Support	
Ticket	11/22/2010	172303	Standard	Closed	Cant load witness. Believe version of Java is incorrect. Please adjust and correct for client to use.	Leonard Paraiso	George Garcia	Entered on 12/01/2010 at 11:08:13 PST (GMT-0800) by Leonard Paraiso: Laura got back to me. As I suspected the number she was referencing is only available on the old system, anything before 11-15-10 has to be accessed using the old system. She is good to go. Entered on 12/01/2010 at 10:59:14 PST (GMT-0800) by Leonard Paraiso: I spoke to the user and she is now able to load the new Witness app using http://PRVPSANWITNS03\AVAYA after installing Java 1.5.15, but she is unable to pull up calls when doing a search. She had an "INum" to look up, but nothing comes up in the new system. She inputs that same "INum" in the old system and it comes up fine. I'm wondering if the old data was transferred to the new system and if it's accessible on the new system. She's going to check w/ her counterparts in Metro and see if they can pull up any calls in the new system. She's going to get back to me. Entered on 11/30/2010 at 10:55:41 PST (GMT-0800) by laura.parra@twcable.com: I am still having problems with the new witness log in. I was able to sign in the old way and pull up the call but not the new way. http://PRVPSANWITNS03\avaya Laura Parra Time Warner Cable Executive Assistant to the Office of the President 818-933-4902 Entered on 11/30/2010 at 08:30:33 PST (GMT-0800) by Leonard Paraiso: E-mailed user to test Witness when she gets in today. Entered on 11/29/2010 at 11:27:00 PST (GMT-0800) by Rod Biejo:	Desktop Support	Software	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>user is still out of office. updated Acrobat reader to 9.4.1 verified Internet Explorer is still on version 7 not 8 updated McAfee A/V definition</p> <p>Entered on 11/26/2010 at 16:03:42 PST (GMT-0800) by Leonard Paraiso:</p> <p>I installed Java v1.5.15.</p> <p>User doesn't return to the office until Tuesday. I will have her test it then.</p> <p>Entered on 11/23/2010 at 15:46:50 PST (GMT-0800) by Leonard Paraiso:</p> <p>User needs Witness installed. She's in training until next Tues. I can work on her PC at anytime.</p> <p>Entered on 11/22/2010 at 11:43:57 PST (GMT-0800) by George Garcia:</p> <p>Cant load witness. Believe version of Java is incorrect. Please adjust and correct for client to use</p>			
Ticket	11/22/2010	172328	Severe	Closed	Calls in new QM witness are recording video only.	Michael Allen2	E091058	<p>Entered on 12/22/2010 at 11:09:03 PST (GMT-0800) by Lisa Simon:</p> <p>Patches/Updates fixed the issue.</p> <p>Entered on 12/08/2010 at 12:43:14 PST (GMT-0800) by Michael Allen2:</p> <p>Logs have been sent and issue has been escalated from Avaya to Witness... Currently being looked at. No new information....</p> <p>Entered on 12/03/2010 at 09:42:08 PST (GMT-0800) by Michael Allen2:</p> <p>Based on the below email chain, we currently have an open ticket with Avaya to look at this....</p> <p>From: Rose, Jerra Sent: Friday, December 03, 2010 10:25 AM To: Lenox, Marci; Allen2, MichaelCc: dl-css-tsg-TelecomACDSubject: Witness case opened with Avaya (#16079586)</p> <p>Marci & Mike</p> <p>Update:</p> <p>I have opened a ticket with Avaya to address the video/no audio on Remedy ticket</p>	Desktop Support	Software	Telecom

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>#1375065. The Avaya case # is 16079586.</p> <p>I will keep you informed of the progress.</p> <p>Respectfully,</p> <p>Jerra Rose TSG Telecom Software Specialist 7910 Executive Crescent Drive Charlotte, NC 28217 704-731-1333</p> <p>From: Rose, Jerra Sent: Thursday, December 02, 2010 2:47 PM To: Lenox, Marci; Allen2, Michael; dl-css-tsg-TelecomACD; Lowe, Rob; Tann, James Subject: LA Remedy Ticket #1375065 Intermittent Video no AudioCalls in Witness QM</p> <p>Marci,</p> <p>The is the current status of the above mentioned ticket:</p> <p>At present, I'm still working through validation of the configuration of individual agents/devices from samples as provided by Mike Allen.</p> <p>However, from a hardware perspective, the master CSCM has a number of minor alarms, which could target a couple of issues. I'm monitoring the Medpro resources, via "status ip-network-region 249" command, to validate that there is enough band width to manage the audio events being sent from the CM to the CSCM. Since the Medpro operates as an integrated Internet Telephony server, it acts as a service to terminate generic RTP streams which carry the audio packet over an IP network and shakes hands with the CSCM, so that the CSCM knows there is an event to record. Therefore, whenever there is a loss of audio, the most likely culprit is the CM.</p> <p>Currently, (for today at least) we have not seen the band width hit the limits. It will be interesting to know if there has been any loss in audio recordings today. This would help to validate or eliminate the switch as a source of the problem.</p> <p>In the event that we are not able to isolate the solution to either programming or hardware, I believe the next step should be to involve Avaya/Verint for additional support.</p> <p>Jerra Rose TSG Telecom Software Specialist 7910 Executive Crescent Drive Charlotte, NC 28217</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>704-731-1333</p> <p>Entered on 12/01/2010 at 11:17:29 PST (GMT-0800) by Michael Allen2:</p> <p>Corp ticket # 1375065 created....</p> <p>From: Corporate.Support.Desk Sent: Wednesday, December 01, 2010 11:34 AMTo: Allen2, MichaelCc: Weissenfluh, DianeSubject: RE: Intermittent Video No Audio Calls in Witness QM</p> <p>Hi Michael,</p> <p>Remedy case 1375065 has been created and sent to our Telephony-ACD group to process your medium priority request. Please contact the Corporate Support Desk by phone at 704-731-3411 or 888-411-5550, or by e-mail at corporate.support.desk@twcable.com for additional assistance.</p> <p>Kevin M. Conklin Time Warner Cable Corporate Support Desk Tier 1 T 704.731.3411 or 888.411.5550 F 704.973.6412 corporate.support.desk@twcable.com</p> <p>From: Allen2, Michael Sent: Wednesday, December 01, 2010 12:52 PMTo: Corporate.Support.DeskCc: Weissenfluh, DianeSubject: Intermittent Video No Audio Calls in Witness QM</p> <p>The problem seems to be very random and widespread and started on 11/22. Since 11/22 it looks like we've seen lower and higher instances of the problem. What doesn't make sense is that the same agent that has video no audio calls can have other calls the same day minutes later that are just fine &ndash; which rules out something that the agents are doing or problems at the workstation level. It also is confusing because it doesn't seem to follow a pattern on how many agents are staffed or what the call volume is.</p> <p>Problem is found on both prvplosbdr01 and prvplosbdr02 (Witness QM servers), which is providing all the Witness captures for the LA markets&hellip; All audio files checked are found on prvpsanwitns03 (Avaya Viewer server) and there. For whatever reason Witness QM does not seem to be linking the files together.</p> <p>Examples on prvplosbdr01 &ndash;</p> <p>Witness QM file name: 20101129V7020159 = Avaya Viewer INum: 801724000364797 Witness QM file name: 20101129V7020788 = Avaya Viewer INum: 801724000365982</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Witness QM file name: 20101130V7026650 = Avaya Viewer INum: 801725000419553 Witness QM file name: 20101130V7013970 = Avaya Viewer INum: 801724000396130</p> <p>Examples on prvplosbdr02 &ndash;</p> <p>Witness QM file name: 20101130V7004130 = Avaya Viewer INum: 801724000377878 Witness QM file name: 20101201V7003366 = Avaya Viewer INum: 801725000429664 Witness QM file name: 20101130V7001777 = Avaya Viewer INum: 801725000370718 Witness QM file name: 20101129V7006846 = Avaya Viewer INum: 801724000346900</p> <p>Let me know if there is anything else I can do to assist.</p> <p>Thanks! Mike Allen</p> <p>Entered on 11/30/2010 at 12:25:58 PST (GMT-0800) by Denise Spicer:</p> <p>Diane reported that this problem is still occurring today.</p> <p>Entered on 11/29/2010 at 13:52:39 PST (GMT-0800) by Michael Allen2:</p> <p>Issue seems to have self resolved... Spoke with Diane, closing ticket.</p> <p>Allen2, Michael [2:49 PM]: hey... your other ticket about calls recording video only... After scanning the calls, it looks like this self resolved, or was fixed by TSG. Do you want to keep this open, or close it?</p> <p>Weissenfluh, Diane [2:50 PM]: just check not long ago also. Correct, it seems to have been resolved</p> <p>Entered on 11/24/2010 at 12:57:58 PST (GMT-0800) by Denise Spicer:</p> <p>This ticket needs to be reviewed first by local IT (Desktop) and if assistance is needed from TSG, then we need to complete and submit the attached Witness trouble shooting doc. Currently TSG does not have a ticket open for this.</p> <p>Entered on 11/23/2010 at 15:53:59 PST (GMT-0800) by Nicole Kitzman:</p> <p>Please re-assign to the correct department, I believe this is all being supported/handled by Corp. NAK</p> <p>Entered on 11/22/2010 at 12:58:15 PST (GMT-0800) by Diane Weissenfluh:</p> <p>A large majority of calls recording in the new QM witness are recording with video only. (bdr01)</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
Ticket	11/22/2010	172342	Standard	Closed	Avaya viewer audio gaps - cutting out on playback of Witness recorded calls.	George Garcia	Fernando Valdivia	<p>Entered on 12/22/2010 at 11:15:58 PST (GMT-0800) by Lisa Simon:</p> <p>Updates/Patches put in by Verint have taken care of this problem.</p> <p>Entered on 12/15/2010 at 10:19:51 PST (GMT-0800) by George Garcia:</p> <p>Corporate was contacted and we are waiting for a follow up on this issue.</p> <p>Entered on 12/15/2010 at 10:11:04 PST (GMT-0800) by George Garcia:</p> <p>Still an open issue per Tony Perdue, Corp ticket # is still open.</p> <p>Entered on 12/13/2010 at 11:15:36 PST (GMT-0800) by Denise Spicer:</p> <p>Reassigning to George Garcia, per Lisa</p> <p>Entered on 12/10/2010 at 09:56:26 PST (GMT-0800) by Denise Spicer:</p> <p>changing to Open status since this is actively being worked</p> <p>Entered on 12/09/2010 at 14:49:13 PST (GMT-0800) by Anthony Podue:</p> <p>Problem still occurring. Referred findings to Geovanni Herrera.</p> <p>Entered on 12/09/2010 at 12:26:01 PST (GMT-0800) by Denise Spicer:</p> <p>Problem still occurring at Hollywood and Ontario, so setting back to Open. Need to confirm Garden Grove.</p> <p>Entered on 12/03/2010 at 15:34:33 PST (GMT-0800) by Anthony Podue:</p> <p>System to be patched by Avaya on Sunday 12/5/2010</p> <p>Entered on 12/02/2010 at 09:43:04 PST (GMT-0800) by Denise Spicer:</p> <p>Same issue as in 172811. TSG ticket 1371213 is opened tracking this.</p> <p>Entered on 11/29/2010 at 14:04:36 PST (GMT-0800) by Anthony Podue:</p> <p>Referred to Verint, as it is a known issue.</p> <p>Entered on 11/29/2010 at 10:27:16 PST (GMT-0800) by Anthony Podue:</p> <p>Reopened per Geovanni, and cancelled 172986.</p>	Telecom	Trouble	No Audio

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Entered on 11/23/2010 at 07:42:38 PST (GMT-0800) by Anthony Podue:</p> <p>Reviewed sample recordings in Viewer, heard between 15 and 30 seconds of dead air on at least three calls. Found the problem to be at all Q&A sites, began with the cut to ETS.</p> <p>Escalated to corporate IT, opened a ticket #1371213</p> <p>Entered on 11/22/2010 at 13:38:54 PST (GMT-0800) by Fernando Valdivia:</p> <p>Audio goes out for a couple seconds and then comes back in.</p>			
Ticket	11/22/2010	172353	Standard	Closed	Witness is not recording outbound calls	Service Desk	E080124	<p>Entered on 11/22/2010 at 14:44:25 PST (GMT-0800) by Tanisha Walker:</p> <p>per notes closing</p> <p>Entered on 11/22/2010 at 14:14:37 PST (GMT-0800) by V250678:</p> <p>&ldquo;Tickets for all Witness related issues should go to Corporate. The Application Development team no longer has access to resolve these issues. Corporate now hosts Witness and QM.&rdquo;</p> <p>Entered on 11/22/2010 at 14:12:32 PST (GMT-0800) by E080124:</p> <p>We are unable to get Witness to record any outbound calls being made by the COS-OBS group. Can someone take a look and see if there is anything that can be done about this, or point me in the right direction.</p> <p>Thank you, Heather Waite</p>	Application Development	Witness	Witness QM
Ticket	11/23/2010	172493	Severe	Closed	Witness QM connection to server lost	Fernando Valdivia	E112834	<p>Entered on 11/23/2010 at 10:02:11 PST (GMT-0800) by Fernando Valdivia:</p> <p>Please contact corporate for assistance with this issue. 888-411-5550.</p> <p>Entered on 11/23/2010 at 09:56:50 PST (GMT-0800) by V250678:</p> <p>Tickets for all Witness related issues should go to Corporate. The Application Development team no longer has access to resolve these issues. Corporate now hosts Witness and QM.</p> <p>Entered on 11/23/2010 at 09:49:50 PST (GMT-0800) by Octavio Gonzalez:</p> <p>Got an error message ERR - 106 Connection to server was lost. Unable to playback any</p>	Application Development	Witness	Witness QM

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								calls.			
Ticket	11/23/2010	172517	Project	Closed	witness qm needs a java update	Seth Pizzo	Tanisha Walker	<p>Entered on 12/01/2010 at 18:14:58 PST (GMT-0800) by Seth Pizzo:</p> <p>Confirmed that everyone is setup properly. Added Marilyn Haynes as well. Closing ticket</p> <p>Entered on 12/01/2010 at 16:22:02 PST (GMT-0800) by Seth Pizzo:</p> <p>All supervisors are set up and good. Will confirm with Jenny when she's out of her meeting and close ticket.</p> <p>Entered on 12/01/2010 at 10:42:02 PST (GMT-0800) by Seth Pizzo:</p> <p>Karen, Craig, Daniel, Darren and Vanessa are all good. Alec and Kevin will be in today. Jenny was reporting that viewer is working. Will followup today</p> <p>Entered on 11/24/2010 at 17:02:05 PST (GMT-0800) by Seth Pizzo:</p> <p>8 users are:</p> <p>QA - Jenny Miranda (already was gone for the day)</p> <p>QA - Karen Villanueva (seperate ticket)</p> <p>Craig Killingbeck (seperate ticket),</p> <p>Daniel Coronado (vacation until next week),</p> <p>Alec Miller,</p> <p>Darren Stroud,</p> <p>Vanessa Sanchez (off today),</p> <p>Kevin Muiz.</p> <p>Will followup on Friday for those that are there. Pending until then</p> <p>Entered on 11/23/2010 at 10:46:08 PST (GMT-0800) by Tanisha Walker:</p> <p>witness progam need a java update their are 8 users in the department that need assistance... their error message "attempted to load applet failed."</p>	Desktop Support	Software	Other
Ticket	11/23/2010	172588	Standard	Closed	Install Java 1.5.15 For Witness	Seth Pizzo	Leonard Paraiso	<p>Entered on 11/24/2010 at 16:12:57 PST (GMT-0800) by Seth Pizzo:</p> <p>.</p> <p>Entered on 11/24/2010 at 16:12:24 PST (GMT-0800) by Seth Pizzo:</p> <p>Installed</p> <p>Entered on 11/23/2010 at 14:12:37 PST (GMT-0800) by Leonard Paraiso:</p>	Desktop Support	Software	Customer Care

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								User needs Java 1.5.15 for Witness to work properly. I am unable to remote in.			
Ticket	11/23/2010	172619	Project	Closed	witness will not play and not capturing data for some users	Kenton Young	Tanisha Walker	Entered on 11/29/2010 at 13:26:32 PST (GMT-0800) by Kenton Young: After java upgrade and downgrades to version 1.5_15, witness now playing captured data for all users. Entered on 11/29/2010 at 10:33:59 PST (GMT-0800) by Kenton Young: Response received from K Walsh, she is now able to play recordings. Entered on 11/29/2010 at 10:33:15 PST (GMT-0800) by Kenton Young: After re-installation of java version 1.5_15, A Barba is now able to playback recording for users. Uninstalled and re-installed java 1.5_15 for all supervisors. Waiting for response. Entered on 11/24/2010 at 13:41:11 PST (GMT-0800) by Kenton Young: Removed other versions of java and installed 1.5.0_15, now able to playback calls. Entered on 11/24/2010 at 12:35:37 PST (GMT-0800) by Denise Spicer: This ticket requires completion of the Witness troubleshooting log before we can resend to TSG. TSG is aware of an issue reported by Angelica (TSG ticket 1371261) but in order to assist they need the doc completed (attached). The TSG description also stated that one of the agents not capturing any data is agent ID 1891350. Entered on 11/23/2010 at 15:22:00 PST (GMT-0800) by Tanisha Walker: there are 9 other users who need assistance please see angleica for list Entered on 11/23/2010 at 15:20:37 PST (GMT-0800) by Tanisha Walker: corporate advised user to contact desktop for assistance..	Desktop Support	Software	Telecom
Ticket	11/23/2010	172670	Standard	Closed	Witness Viewer - Many recorded contacts have a duration of 1 second or less - Not recording full contact	Jesse Gonzalez	E091724	Entered on 11/24/2010 at 12:50:12 PST (GMT-0800) by Jesse Gonzalez: TSG ticket opened. 172811 & 172812 Entered on 11/23/2010 at 16:59:13 PST (GMT-0800) by John Fisher:	System Services	Application Support	Other

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Many of the contacts being recorded in the Witness application have a duration of 1 second or less. It does not appear the application is recording contacts for the complete duration of many calls.			
Ticket	11/23/2010	172677	Standard	Closed	Java issues	Doug Miller	E033615	<p>Entered on 11/24/2010 at 09:09:22 PST (GMT-0800) by Doug Miller:</p> <p>reinstalled java and set java policy everything running fine.</p> <p>closing tkt</p> <p>Entered on 11/23/2010 at 17:30:51 PST (GMT-0800) by Robert Eastburn:</p> <p>Computer name: WCOSCCD1814832.corp.twcable.com</p> <p>IP: 10.88.82.37</p> <p>I continue to have Java issues. I know there's a greater issue with the new Witness and Java but I've been experiencing problems with Kronos and Java. With IE if I open Kronos I can login, as soon as it changes pages it crashes all instances of IE I have open. I had this problem last week and it seemed to have been resolved as all day yesterday I did not have this problem. I had to restart my computer this morning and once it came back up this issue had returned.</p>	Desktop Support	Software	Commercial
Ticket	11/24/2010	172714	Standard	Closed	Former Help Desk agents not recording in Witness viewer or QM	Michael Allen2	E091058	<p>Entered on 01/03/2011 at 11:22:03 PST (GMT-0800) by Michael Allen2:</p> <p>We have Megan Mc Gowen's approval to close out Ticket number 172714.</p> <p>From: Weissenfluh, Diane Sent: Monday, January 03, 2011 12:09 PM To: Allen2, Michael Subject: RE: Former Help Desk Agents</p> <p>Mike,</p> <p>Megan said at this time no extra queue will be necessary. J</p> <p>Entered on 12/27/2010 at 09:32:24 PST (GMT-0800) by Michael Allen2:</p> <p>Nakia noticed that the way she was searching was incorrect and it looks like the test former help desk agent are being recorded. The others will be set up to match.</p> <p>Entered on 12/10/2010 at 11:00:10 PST (GMT-0800) by Denise Spicer:</p> <p>Mike needs assistance from Telecom team to set up a queue. Also Mike will confirm with Diane or Megan that they need the agent to agent calls captured.</p> <p>Entered on 12/08/2010 at 12:44:36 PST (GMT-0800) by Michael Allen2:</p>	Desktop Support	Software	Telecom

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Boiling down to a rule/administration issue... Recording all outbound calls, still working on capturing agent to agent transfers.</p> <p>Entered on 12/07/2010 at 13:32:10 PST (GMT-0800) by Michael Allen2:</p> <p>Tonya looked over the rules in place for the help desk agents and had a couple of ideas.... Diana, Gwen and Tamesha are all set up differently.</p> <p>Continuing to monitor.</p> <p>Entered on 12/03/2010 at 09:51:11 PST (GMT-0800) by Michael Allen2:</p> <p>Confirmed everything is setup correctly in Witness for these agents and the needed skills are assigned to trigger Witness to start/stop recording. If/when these agents log into an agent queue/split skill Witness is monitoring them - confirmed with Gwen Beatty.</p> <p>Since the agents do not log into a queue and only get agent to agent transfers, Diane and Nakia are working on putting together a event based rule to see if that works.</p> <p>ETA is Monday</p> <p>Agents - Tamesha Holman Diana Jones Patricia Marchewka Gwen Beatty Christopher Mullens Heather Ireland</p> <p>Entered on 11/30/2010 at 15:47:32 PST (GMT-0800) by Michael Allen2:</p> <p>Diane Weissenfluh sent the information to Tonya today, waiting to hear back from TSG.</p> <p>Entered on 11/24/2010 at 12:41:19 PST (GMT-0800) by Denise Spicer:</p> <p>Updating this ticket to add the TSG ticket number that was created when the Witness troubleshooting call was held. If we need TSG's assistance we need to complete the attached trouble shooting form.</p> <p>Entered on 11/24/2010 at 08:13:14 PST (GMT-0800) by Diane Weissenfluh:</p> <p>Agents who have moved from Help Desk to Care are not recording in witness. Gwen</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category	
								Beatty, E089945; Chris Mullins E099858; Diana Jones E090417; Patricia Marchewka E105454; Patricia Holman E090371; Gary Samson 090843; Evelyn Taylor E148760 (Maria Archulata's team) and Suzanne Bolden E089980 (George Millholland's team)				
Ticket	11/24/2010	172721	Standard	Closed	Please add to ticket 172714 - Witness profile needs update	Michael Allen2	E091058	Entered on 12/03/2010 at 09:52:58 PST (GMT-0800) by Michael Allen2: Root issue is the same as ticket 172714... Added Heather to that ticket and closing this ticket. Entered on 11/29/2010 at 13:47:39 PST (GMT-0800) by Michael Allen2: Heather Ireland's Witness profile needed to be adjusted... Is now showing up in the Agent's available for monitoring. Waiting until she is logged in to confirm. Will follow up. Entered on 11/24/2010 at 08:16:10 PST (GMT-0800) by Diane Weissenfluh: Heather Ireland, E103491 (former help desk) also not recording in witness. Please add to ticket 172714	Desktop Support	Software	Other	
Ticket	11/24/2010	172753	Project	Closed	witness upgrade	Jesse Gonzalez	Tanisha Walker	Entered on 11/26/2010 at 15:44:49 PST (GMT-0800) by Jesse Gonzalez: Java updated Entered on 11/24/2010 at 09:53:47 PST (GMT-0800) by Tanisha Walker: needs old platform removed and new one added with correct java... 6 pcs in area for QA	Desktop Support	Software	Other	
Ticket	11/24/2010	172811	Project	Closed	Witness audio stops playing in the middle of the recording	Jesse Gonzalez	Denise Spicer	Entered on 12/10/2010 at 10:56:07 PST (GMT-0800) by Denise Spicer: Turns out the new errors were those with the 1144 error (ticket 175218) which was apparently due an issue after the Linux maintenance was applied without restarting the services, so Tonya restarted the services and the error cleared. Closing this one. Entered on 12/09/2010 at 11:32:58 PST (GMT-0800) by Denise Spicer: John reported today that he is still experiencing the audio gaps (different from no audio, error "Empty audio content received from eRecorder", so setting this back to reopen. John will send examples to Tonya at TSG.	Desktop Support	Software	Telecom	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Entered on 12/08/2010 at 09:44:48 PST (GMT-0800) by Jesse Gonzalez:</p> <p>John continues to forward examples to TSG for small issues he is experiencing. All other issues for Witness have been cleared up.</p> <p>Entered on 12/07/2010 at 11:14:01 PST (GMT-0800) by Jesse Gonzalez:</p> <p>They are still experiencing issues with the recordings, I was with John when he pulled up a call and the video is missing.</p> <p>Entered on 12/02/2010 at 11:23:25 PST (GMT-0800) by Jesse Gonzalez:</p> <p>Checked with supervisors, they are not experiencing this issue anymore after updating java. John Fisher is out of office today and would like to follow up with him before closing this ticket.</p> <p>Entered on 11/30/2010 at 15:56:36 PST (GMT-0800) by Jesse Gonzalez:</p> <p>Verified ok with Java install, in process of fixing java for all supervisors.</p> <p>Entered on 11/26/2010 at 10:32:37 PST (GMT-0800) by Jesse Gonzalez:</p> <p>User still out</p> <p>Entered on 11/24/2010 at 14:56:52 PST (GMT-0800) by Jesse Gonzalez:</p> <p>User out today</p> <p>Entered on 11/24/2010 at 12:17:39 PST (GMT-0800) by Denise Spicer:</p> <p>Opening this ticket to log and track the issue already escalated to TSG, ticket 1371213. This issue is that audio stops playing in the middle of the recording. The problem is occurring at all sites, and was reported by Hollywood, Ontario, Colorado and GG/VN/CC.</p> <p>This has already been escalated by TSG to Avaya, so in this case there is an exception and we don't need to complete the Witness Troubleshooting doc.</p>			
Ticket	11/24/2010	172812	Severe	Closed	Witness 20 seconds of audio missing from calls	Jesse Gonzalez	Denise Spicer	<p>Entered on 12/08/2010 at 09:45:09 PST (GMT-0800) by Jesse Gonzalez:</p> <p>John continues to forward examples to TSG for small issues he is experiencing. All other issues for Witness have been cleared up.</p> <p>Entered on 12/07/2010 at 11:14:09 PST (GMT-0800) by Jesse Gonzalez:</p>	Desktop Support	Software	Telecom

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>They are still experiencing issues with the recordings, I was with John when he pulled up a call and the video is missing.</p> <p>Entered on 12/02/2010 at 11:23:45 PST (GMT-0800) by Jesse Gonzalez:</p> <p>Checked with supervisors, they are not experiencing this issue anymore after updating java. John Fisher is out of office today and would like to follow up with him before closing this ticket.</p> <p>Entered on 11/30/2010 at 15:56:29 PST (GMT-0800) by Jesse Gonzalez:</p> <p>Verified ok with Java install, in process of fixing java for all supervisors.</p> <p>Entered on 11/26/2010 at 10:32:46 PST (GMT-0800) by Jesse Gonzalez:</p> <p>User still out</p> <p>Entered on 11/24/2010 at 14:56:42 PST (GMT-0800) by Jesse Gonzalez:</p> <p>User out today</p> <p>Entered on 11/24/2010 at 12:21:09 PST (GMT-0800) by Denise Spicer:</p> <p>Opening this ticket to log and track the issue already escalated to TSG, ticket 1370897. This issue is that 20 seconds of audio is missing from call recordings. The problem is occurring at all sites, and was reported by Hollywood, Ontario, Colorado and GG/VN/CC.</p> <p>This has already been escalated by TSG to Avaya, so in this case there is an exception and we don't need to complete the Witness Troubleshooting doc.</p>			
Ticket	11/24/2010	172822	Severe	Closed	Witness not recording any of the Outbound agent calls - Colorado Springs Outbound Telemarketing team	Michael Allen2	Denise Spicer	<p>Entered on 12/09/2010 at 11:47:47 PST (GMT-0800) by Denise Spicer:</p> <p>Mike reported today that Outbound team agents are now recording, so we can close this ticket. The open issue is the Witness-TDI dialer interface, which is not working correctly because the recordings are coming in blocks. This is being tracked separately in ticket 175266.</p> <p>Entered on 12/08/2010 at 12:40:48 PST (GMT-0800) by Michael Allen2:</p> <p>with an event based rule, calls are being recorded with no issues..... keeping in a monitoring status until we know all the agents are working.</p> <p>Still working with different rules to have the dialer be the trigger to start and stop the recording.</p>	Desktop Support	Software	Telecom

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Entered on 12/07/2010 at 15:14:06 PST (GMT-0800) by Michael Allen2:</p> <p>All workstation issues and possible agent ID mismatches have been resolved...</p> <p>Multiple test rules were created and are currently monitoring their status.</p> <p>No new information on the e-Recording issue(s), logs have been given to Avaya and Verint for investigation.</p> <p>Entered on 12/07/2010 at 06:35:30 PST (GMT-0800) by Michael Allen2:</p> <p>12/6/2010 - Tonya was looking at the rules and other possible issues. ~ We were missing a couple of paired workspaces - all added ~ Missing Telephone extensions - need to be added into the switch, she is working on them. ~ An e-Recorder issue - reaching out to Avaya/Verint</p> <p>Entered on 12/06/2010 at 14:57:41 PST (GMT-0800) by Denise Spicer:</p> <p>Setting back to Open status per Heather. Her recent update: I closed the ticket this morning when I came in and had recordings for 12.03.10, however today while I have been looking at it, it does not appear that the agents are recording again. I hit Mike Allen up and he stated that they had been troubleshooting with TSG about the problems today. I am able to pull calls through Viewer but not through Witness.</p> <p>Entered on 12/06/2010 at 12:00:47 PST (GMT-0800) by E080124:</p> <p>Calls are recording</p> <p>Entered on 12/03/2010 at 13:38:24 PST (GMT-0800) by Michael Allen2:</p> <p>Worked with Marci, Jerra, Stacy and Nicole and confirmed the way the workstations/telephone ext's are set up, and that the agent profiles are setup correctly.</p> <p>Made some modifications to the rules, testing was looking good but no audio. Will wait to see what happens after the server patching.</p> <p>Entered on 12/03/2010 at 10:00:43 PST (GMT-0800) by Michael Allen2:</p> <p>After getting the workstations paired with the phones correctly, we did see a couple of captures on 12/1. It's unknown how many were changed before tested, but on 12/2 we only had a couple of captures.</p>			

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>Heather is going to be comparing the old Witness server setting and rules with the new ones and duplicate how everything was set before ETS on the TSG server.</p> <p>Once that is done, we will check again to see if any change.</p> <p>Entered on 12/02/2010 at 13:25:31 PST (GMT-0800) by Denise Spicer:</p> <p>Changing owner back to Mike since he is the one actually working this with Heather and team.</p> <p>Entered on 11/29/2010 at 15:08:37 PST (GMT-0800) by E080124:</p> <p>Ticket has been updated with the completed Witness Trouble Ticket Form.</p> <p>Entered on 11/29/2010 at 14:49:01 PST (GMT-0800) by Richard Kuhn:</p> <p>Putting into Pending Vendor to prevent SLA issues in footprints</p> <p>Entered on 11/29/2010 at 10:56:15 PST (GMT-0800) by Denise Spicer:</p> <p>Assigning to Richard, per Brian Sickles. Heather is sending Stacey and Tonya the list of agent and station IDs.</p> <p>Entered on 11/24/2010 at 12:51:58 PST (GMT-0800) by Denise Spicer:</p> <p>Opening this ticket to log and track the issue already escalated to TSG, ticket 1371404. This issue is that none of the Outbound team agents are being recorded.</p> <p>In order for TSG to assist with this, they need the attached Witness trouble shooting form completed and submitted.</p>			
Ticket	11/24/2010	172828	Severe	Closed	Witness contact viewer does not load contact information then status bar hangs - all Hollywood users	Jesse Gonzalez	Denise Spicer	<p>Entered on 12/02/2010 at 11:01:41 PST (GMT-0800) by Jesse Gonzalez:</p> <p>After updating Java, contact and recordings are appearing normally.</p> <p>Entered on 11/30/2010 at 15:56:12 PST (GMT-0800) by Jesse Gonzalez:</p> <p>Verified ok with Java install, in process of fixing java for all supervisors.</p> <p>Entered on 11/26/2010 at 10:32:56 PST (GMT-0800) by Jesse Gonzalez:</p> <p>User still out</p> <p>Entered on 11/24/2010 at 14:56:28 PST (GMT-0800) by Jesse Gonzalez:</p>	Desktop Support	Software	Telecom

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								<p>User out today</p> <p>Entered on 11/24/2010 at 13:10:17 PST (GMT-0800) by Denise Spicer:</p> <p>Opening this ticket to log and track status of the ticket that was opened with TSG when the Witness troubleshooting call was held. The description is that the contact viewer within QM does not load the contact information and you cannot play the contact. The status bar hangs in the middle and the window can only be closed through windows task manager. This issue exists for all users in the Hollywood call center including managers, supervisors and QA.</p> <p>Please refer to TSG ticket 1371514 for updates/requests from TSG. We may need to complete and submit the attached troubleshooting doc.</p>			
Ticket	11/24/2010	172830	Severe	Closed	Witness message Please wait... Listening for reply from Server and call never plays	Ernesto Hernandez	Denise Spicer	<p>Entered on 12/01/2010 at 12:43:44 PST (GMT-0800) by Ernesto Hernandez:</p> <p>Problem with this was that, systems were holding onto old, java as well as a file name witcanvas.jar once these two items were removed messages started to play and items were being display. Audio playing half way thru or poor quality has been assigned to TSG.</p> <p>Entered on 11/24/2010 at 13:18:00 PST (GMT-0800) by Denise Spicer:</p> <p>Opening this ticket to log and track status of the ticket that was opened with TSG when the Witness troubleshooting call was held. The description is that agents are trying to access recordings and get message "Please wait... Listening for reply from Server" and call never plays</p> <p>TSG has not yet opened a ticket. If we need their assistance we need to complete and submit the attached Witness trouble shooting doc. If they open a ticket, please enter that number in the 'Vendor Ticket No' field (in Change Information section) so we know which TSG ticket to reference.</p>	Desktop Support	Software	Telecom
Ticket	11/24/2010	172833	Severe	Closed	Witness receive error messages trying to play calls	Michael Allen2	Denise Spicer	<p>Entered on 12/01/2010 at 07:24:31 PST (GMT-0800) by Michael Allen2:</p> <p>Spoke with Megan, all her managers and supervisors can connect to the new Witness QM... Megan isn't as worried about her PC and we will get hers taken care of when she is ready or needs it again.</p> <p>Closing ticket.</p>	Desktop Support	Software	Telecom

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								Entered on 11/24/2010 at 14:22:21 PST (GMT-0800) by Steve Stiles: Not in today - wcb when available for trouble-shooting Entered on 11/24/2010 at 13:24:11 PST (GMT-0800) by Denise Spicer: Opening this ticket to log and track status of a problem that was noted in the TSG Witness trouble shooting conference call on 11/23. The only information from the issues log is that Megan was receiving errors when trying to play calls. Please follow up with her for specifics and collect the troubleshooting doc (see attached) if the problem is still occurring. TSG has not opened a ticket yet for this, since more detail is needed. If we open a ticket with TSG, please add that ticket number in the 'Vendor Ticket No' field (in Change Info section) so we can track that ticket.			
Ticket	11/24/2010	172837	Standard	Closed	unable to listen to calls that are recorded with Witness	Fernando Valdivia	E143841	Entered on 12/02/2010 at 09:04:11 PST (GMT-0800) by Fernando Valdivia: Please contact corporate, 888-411-5550 for further assistance with Witness. Entered on 12/02/2010 at 08:40:55 PST (GMT-0800) by Michael Mengler: Still unable to load any recorded calls. Get an error message that says "A Retrieval is currently taking Place. Please try again when it has completed." Tried to load witness under my admin account. Was not able to access anything due to lack of rights to witness. Entered on 11/24/2010 at 15:06:06 PST (GMT-0800) by Arturo Avitia: Installed java 5.15 Entered on 11/24/2010 at 13:29:57 PST (GMT-0800) by Brian Durbin: Unable to pull the recorded calls in Witness. Please route to Art.	Desktop Support	Software	IT-IS
Ticket	11/24/2010	172843	Standard	Closed	Ip 10.88.48.130. New QM not working. Gray screen on playback	Mario Polanco	Debra Giselbach	Entered on 11/24/2010 at 15:29:45 PST (GMT-0800) by Mario Polanco: installed java15, insure ie7 is installed, reset permission to java to full everyone, and removed witcanvas.jar file that belongs to the old witness system. Entered on 11/24/2010 at 13:55:43 PST (GMT-0800) by Debra Giselbach: Ip 10.88.48.130. New QM not working. Gray screen on playback	Desktop Support	Software	Customer Care
Ticket	11/24/2010	172860	Request	Closed	witness upgraded	Seth Pizzo	Tanisha	Entered on 11/30/2010 at 16:51:46 PST (GMT-0800) by Seth Pizzo:	Desktop	Software	Customer Care

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	0						Walker	Ensured that both version were installed and that viewer was still working with AAD installed. Entered on 11/24/2010 at 16:11:48 PST (GMT-0800) by Seth Pizzo: Upgraded Java to 1.5.0_15, will follow up on Friday Entered on 11/24/2010 at 14:37:55 PST (GMT-0800) by Tanisha Walker: needs old witneess removed and upgraded with java aswell	Support		
Ticket	11/26/2010	172986	Critical	Closed	Q&A specialists\administrator continue to encounter audio issues with playback with Witness & Viewer	Anthony Podue	Anthony Podue	Entered on 11/29/2010 at 10:29:15 PST (GMT-0800) by Anthony Podue: Cancelled per Geovanni, reopened original ticket 172342. Entered on 11/26/2010 at 12:25:23 PST (GMT-0800) by Anthony Podue: Performed sniffer captures and vetified data reaching specialist correctly, however the audio simply isn't present. Current get first 150 seconds Viewer, and anything after 150 second shows up on Witness. Provided details via email to Avaya, and Tonya. Entered on 11/26/2010 at 12:17:25 PST (GMT-0800) by Anthony Podue: Audio missing form Witness recordings on playback and Viewer.	Telecom	Trouble	No Audio
Ticket	11/29/2010	173072	Standard	Closed	New Witness has java issue	Michael Allen2	E089946	Entered on 11/29/2010 at 12:06:23 PST (GMT-0800) by Michael Allen2: Root issue's were she was running on multiple versions of IE, and Java.... Updated PC to only Java 1.5.0_15 and IE 7.... Confirmed working, closed ticket. Entered on 11/29/2010 at 08:36:46 PST (GMT-0800) by Geraldine Beaty: When I sign into the new witness program and click on search and replay, i get the error "Attempt to load applet failed. You might need to install supervisor package"	Desktop Support	Software	Other
Ticket	11/29/2010	173076	Severe	Closed	Witness QM no longer working. Receiving numerous error messages, many saying "no connection to the server."	Michael Allen2	E091058	Entered on 11/29/2010 at 12:13:18 PST (GMT-0800) by Michael Allen2: Confirmed with Diane that the issue self resolved... Weissenfluh, Diane [1:10 PM]: no they were pulling a calling and half way through they got a 106 error and had to get out. Some of them could not get back in to pull another call but looks as if it may have resolved itself.	Desktop Support	Software	Other

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								Entered on 11/29/2010 at 08:48:40 PST (GMT-0800) by Diane Weissenfluh: Receiving numerous error messages in COS QM witness. 10400 unable to connect to the server (PRVPLOSSBDR01)p; 106, 1183 (could not get assigned users info); 1084 and 1083 etc. Agents have logged out and now get "cannot display this page".			
Ticket	11/29/2010	173118	Standard	Closed	Need correct Java version to run new Witness version	Doug Miller	E090169	Entered on 11/29/2010 at 14:08:19 PST (GMT-0800) by Doug Miller: downgraded user to java 1.5.15 user reporting everything working fine clsing tkt Entered on 11/29/2010 at 10:32:49 PST (GMT-0800) by David Edelson: Need correct Java version to run new Witness version please. WCOSCCD1814837 10.88.82.7 let me know if any other information is required Thanks	Desktop Support	Software	Commercial
Ticket	11/29/2010	173158	Standard	Closed	Can't access the new witness	E142728	E089986	Entered on 11/29/2010 at 12:44:14 PST (GMT-0800) by Ruben Navarro: Please contact Corporate Support (888) 411-5550 to resolve this issue. Entered on 11/29/2010 at 12:11:33 PST (GMT-0800) by Denise Bordelon: not able to access new witness program was installed on 11/26/2010 able to that day but now getting error stating internet explorer can't display the page. PC: LOSCSCCCCD74449 port: 3255V	Desktop Support	Software	Customer Care
Ticket	11/29/2010	173244	Standard	Closed	New Witness not working	Service Desk	E090968	Entered on 11/29/2010 at 17:22:38 PST (GMT-0800) by Ruben Navarro: Please contact Corporate Support (888) 411-5550 to resolve this issue. Entered on 11/29/2010 at 16:46:42 PST (GMT-0800) by Brian Berends:	Service Desk	Telecom	

Ticket Type	Date Submitted	Ticket Number	Priority	Status	Summary	Assignees	Submitted By	Description	Type	Subtype	Category
								Reassigning to Servicedesk Entered on 11/29/2010 at 16:31:46 PST (GMT-0800) by Beth Mann: I am not able to play any file in the new witness.			
Ticket	11/29/2010	173275	Standard	Closed	New QA Witness will not allow login on Supervisor station	E142728	E090746	Entered on 11/30/2010 at 10:01:53 PST (GMT-0800) by Ruben Navarro: Please contact corporate support (888)411-5550 to resolve this issue. Entered on 11/29/2010 at 18:18:20 PST (GMT-0800) by Gary Pullen: Attempted new login to QM witness. Will not allow login. Will need to have Java reset please. Port # 2122	Desktop Support	Software	Other
Ticket	11/29/2010	173276	Standard	Closed	I need Java permission for Witness	George Garcia	Eliseo Capellino	Entered on 12/03/2010 at 14:34:19 PST (GMT-0800) by George Garcia: witcanvas.jar file was recreated. Removed and is functional now. Completed Entered on 12/01/2010 at 12:42:03 PST (GMT-0800) by Terry Miller: LVM w/ Client, it appears that the correct java has been loaded but I would like to test with the user first. Entered on 11/29/2010 at 19:17:42 PST (GMT-0800) by Eliseo Capellino: I need Java permission according to Octavio Gonzalez to access the New QM witness. Thanks, Eliseo C.	Desktop Support	Software	Other
Ticket	11/30/2010	173318	Standard	Closed	Cannot access witness qm	Larone Thompson	Larone Thompson	Entered on 11/30/2010 at 08:50:08 PST (GMT-0800) by Larone Thompson: cannot access witness qm ran IE as admin	Desktop Support	Software	